

## **Collections Supervisor - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Is conversant with all applicable laws and regulations respecting the lending, and collection areas of lending
- Knows how to apply proper collection techniques to customers' accounts
- Maintains working knowledge of policies and procedure directly relating to area of responsibility
- Understands most organization products and services and remains current about them

### QUALITY OF WORK:

- Utilizes appropriate collection technique for each delinquency situation
- Ensures all documentation respecting collection activity is accurate and complete
- Ensures standard collection procedures are followed in accordance with regulation
- Manages time wisely, prioritizes tasks, and conducts collection activity in a highly productive manner
- Produces high level of results; collections made, situations redeemed, accounts restructured
- Accurate in all collection activity

### QUANTITY OF WORK:

- Continuously works the delinquent accounts assigned; makes calls, follows up, gets results
- Completes monthly reporting requirements in a timely manner
- Keeps collection calls to a standard of 3 to 5 minutes
- Meets goals and deadlines established by supervisor for each collection period

### PLANNING AND ORGANIZATION:

- Follows established organization practice and procedures to ensure efficiency and effectiveness
- Plans work and works plan resulting in an effective collection program and process
- Maintains an organized work place, ensures control and privacy of important decisions
- Makes good use of resources: telephone, fax, computer, contacts, credit bureau, references, etc.,