



Position: Delinquent Loan Specialist

Job Summary

The Delinquent Loan Specialist will be responsible for the collection of the delinquent loan portfolio which includes but is not limited to delinquent, bankrupt, legal, and charged-off loans. Duties include processing required documents on all collection activity, payment arrangements, and correspondence.

The Delinquent Loan Specialist performs a variety of investigative and general office duties relating to the collection of the delinquent loan portfolio. Assists and coordinates the collections operation so all delinquent accounts are contacted early and payment arrangements are made to alleviate further collection action and mitigate the risk of loss. Locates and contacts customers by utilizing available collection tools, encourages repayment, and documents collection activity. Informs management of activities and problems.

Essential Duties and Responsibilities

- Duties involve contact with customers, attorneys, repossession agents and other vendor partners, skip tracing to locate customers by utilizing available collection tools, contacting delinquent customers, encouraging re-payment, documenting collection activity, processing repossessed property, and maintaining applicable records and reports. The collection process is conducted in accordance with bank policy, bankruptcy code, legal regulations, and Fair Debt Collection Practices Act and governing state laws.
- Duties encompass determining the reason for delinquency, making appropriate arrangement to bring the accounts current, negotiate extension agreements and collection maneuvers.
- Coordinate collection accounts assigned to attorney(s) for recovery. Liaison with the legal counsel staff on accounts and represents Madison Bank in litigation as required. Duties include but are not limited to, monitoring, and the collection of all legal accounts open and charged-off. Monitor all payments on legal accounts to ensure the customer are credited the proper amounts and all attorney fees have been accounted for. Any discrepancies will be reported to the Chief Lending Officer.
- Duties include but are not limited to, processing bankruptcy notices, filing proof of claims, lift of stays, reaffirmation agreements and amendments to claims. Also includes processing discharge notices, dismissal notices, monitoring trustee and bankrupt customer payments, repossession, and foreclosures as it pertains to a bankrupt customer. Contact customers, customer's counsel, bankruptcy trustees as applicable and maintaining accurate bankruptcy records and reports. Will review loan documents,

bankruptcy documents, and report questionable bankrupt filings to advising legal attorney and the Chief Lending Officer.

Documentation, Record Keeping & Reporting:

- Review loan file and collection system to ensure all documents are in order, titles are on file and all collection activity has been documented.
- Maintain proper documentation of collection work. Monitor payments to ensure proper log in for an accurate monthly accounting. Maintain applicable recovery collection logs, statistics and reports as required.
- Assist other employees when dealing with delinquent customers.
- Conduct collateral valuations and watch reports as required.

Minimum Qualifications:

Education/Certifications: Minimum of a High School diploma plus specialist training in collections.

Experience: 5+ years of experience in credit and collections and general banking knowledge.

Knowledge, Skills & Abilities: Knowledge of credit and collection practices preferred. Excellent listening skills in addition to effective written and oral communication skills. Ability to prioritize, negotiate and meet deadlines. Strong analytical skills, mathematical skills, problem solving and critical thinking skills. Proficiency in using the computer and computer software programs to include Microsoft Word and Microsoft Excel. Able to work both independently and part of a team. Commercial loan workout experience preferred.

Physical Demands and Work Environment:

In the performance of respective tasks and duties, the employee is expected to successfully perform the essential functions of the position. Reasonable accommodations for physical or mental disabilities will be considered on a case-by-case basis. While performing duties the employee is required to sit, talk, hear, lift up to 30 lbs., and may be required to work evenings and/or weekends, attend off-site meetings and/or to travel using their personal vehicle.

Supervisory Responsibilities: None

This position does not have supervisory responsibility.

This information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.