

RVA Financial

POSITION DESCRIPTION

POSITION TITLE: Adjuster II

DEPARTMENT: Collections

CLASSIFICATION: Non-Exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Underwriting Manager

POSITIONS SUPERVISED: None

POSITION PURPOSE

Responsible for performing collection activities associated with seriously delinquent member accounts. Reviews delinquent accounts, determines probable reasons for account status, and contacts members to resolve the delinquencies. Utilizes various techniques, as circumstances indicate, to promptly collect on delinquent accounts. Ensures that the Credit Union's professional image is maintained.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the effective and professional performance of collections functions.**
2. **Assumes responsibility for the efficient administration of collections activities.**
3. **Assumes responsibility for ensuring that professional business relations are established and maintained with Credit Union members.**
4. **Assumes responsibility for establishing and maintaining effective communication and coordination with Credit Union personnel.**
5. **Assumes responsibility for related duties as required or assigned.**