

InRoads Credit Union is seeking a diligent, and knowledgeable full time Asset Recovery Supervisor to join our team in St Helens, Oregon. This position comes with a full benefit package including a matching 401k.

At the heart of every InRoads Credit Union position is a relationship built between You and the Members we serve. As an InRoads Credit Union Employee, your role is to deliver an exceptional InRoads experience while elevating the overall financial wellness of the Members you serve. You are expected to always represent our Core Values – Collaboration, Empowerment, Empathy, Innovation and Inclusivity. As an InRoads Credit Union Employee, you are expected to exceed the expectations of the Member in all you do to serve them and do so with the utmost level of integrity.

The Asset Recovery Supervisor is responsible for overall collection of delinquent and negative balance accounts and protection of Credit Union's creditor rights. This role also manages repossessions, foreclosures, small claims, garnishments, bankruptcies, and all actions to secure payments from debtors and protect collateral. Delivers high quality consistent service to internal, external members and outside vendors. Analyzes the financial situation of delinquent borrowers and identifies and oversees appropriate action to maintain accurate files and reports on all asset recovery activity; testifies at legal proceedings as necessary; and maintains knowledge of requirements related to recovery. Acts as Supervisor of the department by managing in the day-to-day duties of the department and managing and developing the Asset Recovery personnel. Routinely makes decisions which impact whether the Credit Union will suffer a loss and decisions which impact member loans.

This role will require a minimum of three years of experience in working with asset recovery, collections preferably in the financial services industry and strong leadership, coaching and supervisory skills. Bachelor's Degree is preferred.

A successful Asset Recovery Supervisor should be equipped with the following:

- Proficiency in Microsoft, Outlook, and database software applications skills are required.
- Must have ability to document and maintain current notations in the collection system.
- Requires ability to analyze complex financial situations, problem solve, exercise sound judgment and discretion, act independently, engage professionally with staff and members.
- Requires strong interpersonal and communications skills to develop trust and utilize diplomacy in conducting early-stage asset recovery activities designed to motivate and influence others in sensitive financial discussions
- Must be able to maintain composure under pressure, interact routinely with others face-to-face, by telephone, and through other communication methods using active listening skills and excellent teamwork.
- Must consistently perform or provide highly accurate work, meet strict deadlines, and provide prompt and friendly service delivery.
- Requires working with others in a group or team and the ability to remain flexible despite interruptions and/or routine changes to priorities and/or job duties.
- Must be available to work Monday through Friday schedule and be bondable.
- Requires ability to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl on a routine basis.

InRoads Credit Union is an Oregon-based not-for-profit financial institution. At InRoads, we are that trusted resource for our members and communities. We're here to deliver the financial expertise our members want and need, from affordable loans and financial resources, to money saving advice and planning. When our members succeed, so does the credit union. Our employees are a vital part of that success. Transparency, celebration of individuality, confidence, the ability to work with members to achieve their financial goals and dreams, and strong communication skills are necessary for any successful candidate.

Together we are InRoads Credit Union.



Asset Recovery Supervisor

If you feel a connection to our credit union after reading a little about the position and our organization, and you meet minimum qualifications, submit your letter of interest and resume to hr@inroadscu.org. This position will remain posted until filled.

InRoads is an equal employment opportunity employer.