

Collection Specialist

We are expanding our team to help us evolve through the next stage of our growth journey, and we want you to help shape our future. We now have a career opportunity for a Full Time **Collection Specialist**. This position may work in branch (Saskatoon or Regina) or remotely within Saskatchewan.

As the Collection Specialist you will be....

Responsible for mitigating risk to the credit union through default management and recovery of funds for consumer and commercial loans and mortgages. This includes:

- Working closely with members to preserve relationships and change behaviors while minimizing defaults.
- Negotiating payment plans and settlements to facilitate debt repayment to help members get back on track.
- Managing a portfolio of member relationships.
- Collaborating with the Credit Team and Finance Department to address complex collection issues and minimize credit loss.

As the Collection Specialist you are

- Highly knowledgeable with a strong background in lending and well-informed on policies, procedures, collection methods and legislation.
- A strong communicator with solid skills for interacting with members and the team in a professional and courteous manner, especially during negative and adverse situations.
- An excellent negotiator and problem solver, with the ability to effectively work with retail and business members to find mutually beneficial strategies and solutions to preserve relationships while ensuring timely debt recovery.
- Able to analyze customer financial situations to assess their capacity to repay debts and determine appropriate collection actions.
- Highly organized with exemplary time management skills, able to prioritize daily work and plan for deadlines, peak periods and unexpected situations where decisions are extremely time sensitive.

If you are motivated by the thought of this challenge

And can demonstrate success through 2-3 years of lending, adjudicating or related collection experience with a degree or diploma in finance or business administration (considered an asset), along with proficient knowledge of Customer Relationship Management software and experience in problem solving and conflict resolution, then this position may be for you!

Get to know us

TCU Financial Group is a credit union grown by Saskatchewan people. For 70 years we've been rooted in the province of Saskatchewan, creating our story, growing and evolving alongside the needs of our members. We provide a full suite of financial solutions to people and businesses across the province and one thing that has never changed – our heart remains committed to the people and the communities we serve.

Rewarding times ahead

To support the evolution of our organization, we need talented people who are passionate about creating and delivering meaningful financial solutions for our members. In addition to providing competitive compensation, benefits and pension programs, we support our TCU Financial Group Team and their families by providing an enhanced vacation program to enjoy time doing what they love outside of work.

Thank you for your interest in exploring your future with us!

The deadline for this career opportunity is Monday, April 1, 2024.

Please submit your resume and cover letter to:

Human Resources Department
TCU Financial Group
Email: hr@tcu.sk.ca
Web site: www.tcufinancialgroup.com