



JOB TITLE: Resolutions Manager
DEPARTMENT: Resolutions Department
POSITION REPORTS TO: CFO
FLSA STATUS: Exempt
Compensation: \$67,900 - \$78,100
REVISION DATE: March, 2024

- We offer a competitive package benefits package including medical, dental, and vision (We also offer medical to your pets)
- 401(k) with up to 3% employer match
- Student loan paydown of up to \$5,250 annually
- Tuition reimbursement
- Employee Loan Assistance-Impact Fund
- Employee Assistance Program (EAP)
- Paid holidays
- Life Insurance
- AD&D Insurance
- AFLAC
- Take your Birthday off on us!

Company Overview:

Are you a freakin ray of sunshine? Because we ARE! Tucoemas is a positive, fun workplace where creative Team Members love working together, learning new things, and leading by example. This is our 3L culture: Loving, Learning, Leading! We're serious about being awesome, but we don't want to take ourselves too seriously. If you think you are a good fit for our 3L culture, let's share a few more details about what you would do:

Position Purpose:

The primary purpose of this position is to help Tucoemas live out our commitment from our Mission Statement, "dedicated to providing members valuable and convenient products and services to help improve their financial security." A fundamental missional behavior is identifying members' financial needs and recommending solutions to improve their financial security.

POSITION SUMMARY:

This is not your typical "collections" department- Our Resolutions Team are problem solvers at heart and looks for ways to resolve and solve issues. The Four key elements make up the Resolution Manager at Tucoemas:

1. Live out our Core Values with every member and team member in every interaction.
 - Stop doing stupid things
 - Be the sunshine today
 - Sweep your own doorstep
 - Be awesome!
 - It takes a village
 - Champion in the arena
2. They look for ways to partner with our members to help them solve financial difficulties with education and solution-based services.
3. They are passionate about external member service and internal team service.

4. They want to coach their team with communication, education, and mission-focused team goals.

Essential Responsibilities:

Essential Responsibilities, % of Time Spent for the Resolutions Manager.

Leadership Expectations- 50%

- Cascade information (like a waterfall). Provide open and transparent communication within your team and other departments as needed.
- Encourage team members to “sweep their own doorstep” by boosting their development and working together to set goals.
- Be excited to recognize team members who reflect the Credit Union core values positively.
- Be their champion- Check-in with the team to provide authentic, timely ongoing feedback.
- Be the role model- the team follows your lead in professionalism, communication, and how you reflect the Credit Union values.
- Be adaptable and able to think on your feet. When faced with new challenges, or tough conversations, failure simply isn't an option.

Collection Leadership- 50%

- Improve and review new methods and procedures to make daily operations for the team more efficient.
- Work with the team to ensure compliance with state and federal government rules and regulations.
- Harmonize the resolution department's day-to-day operations, including collections, bankruptcies, foreclosures, repossessions (etc.), and service.
- Develop goals for your team to recognize that their work contributes to the Credit Union's overall success.
- Address and resolve escalated internal and external member issues/disputes.
- Manages the maintenance, repair, security, and disposal of properties obtained through foreclosure.
- Monitors reports for department to maintain an average of 40 outbound telephone collection calls per day and maintain a maximum average of 5% or less abandoned call rate per day.
- Authorize legal proceedings. Review default notices, surrender notices, bankruptcy procedures, foreclosure notices, etc., for accuracy and completeness. Represent the credit union in court proceedings when necessary.
- Looks for new ways to update systems for our members.
- Balances collection department GLs and prepares reports for the Board of Directors.
- Acts as liaison with third party agencies for the Credit Union and team.
- Remains familiar of and adheres to credit union policies and procedures and regulations pertaining to the Bank Secrecy Act.

POSITION QUALIFICATIONS:

- Minimum of 5 years collection experience or relevant equivalent.
- 1-3 years leadership experience.
- Bachelor's Degree in Business Administration, Finance, or related field.
- Ability to be bonded.
- Thorough understanding of the Collateral Protection Insurance, credit reporting, collection, repossession, bankruptcy, foreclosure, legal, and charge-off processes.
- Understanding of loan contracts, including APR, amortization schedules, and simple interest calculations.
- Two years of experience in Credit Union Operations, desired.
- Experience using Jack Henry Symitar, desired.
- Bilingual a plus.

Work Environment:

- Indoor and outdoor work environment. Working conditions include attendance at meetings held before and after regular business hours.
- While performing the duties of this job, the employee is regularly required to stand and use hands to finger, handle, or feel. The employee frequently is required to walk; reach with hands and arms; sit, kneel, stoop climb or balance. Ability to lift and/or move up to 25 pounds and ability to maneuver a dolly.
- Travel to other branches and outside training as needed.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.

COVID-19 Considerations:

Tucoemas exceeds all CDC-recommended COVID-19 precautions with a mandatory vaccine policy in place.

POSITION CONTENT:

This job description is not intended and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. While it is designed to accurately reflect the position activities and requirements, management reserves the right to modify, add, or remove duties and assign other duties as necessary.

Equal Employment Opportunity

Tucoemas is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without regard to race, color, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. If you need assistance or accommodation due to a disability, you may contact us at 559.737-5747.