

## **Collections Clerk - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Knows and understands all clerical aspects of collection procedures
- Has complete and thorough understanding of the organization philosophy
- Is computer literate: Can use mainframe and PC for processing collection transactions and printed information in an efficient and effective manner
- Knows and follows balancing procedures for loan recovery transactions that go directly through the collection department

### QUALITY OF WORK:

- Meets individual/department goals through diligent activity and focus on primary duties
- Takes the initiative to complete assignments on time; completes all clerical tasks as required
- Demonstrates time-management effectively; spends appropriate amounts of time on each activity
- Under supervision, completes tasks, routines, and processes in a timely manner
- Works well under pressure without hindering work performance
- Ensures all documentation is accurate and complete and in compliance with applicable regulation

### QUANTITY OF WORK:

- Continuously assists others to work the delinquent accounts assigned; makes calls, follows up
- Completes monthly reporting requirements in a timely manner
- Processes tasks quickly, efficiently, keeps clerical work up to date
- Meets goals and deadlines established by supervisor for each collection period
- Achieves required clerical output with minimal errors or impact on others in workplace

### DEPENDABILITY:

- Consistently reports to work as scheduled, and completes expected tasks within time limits
- Is punctual and reports to work station on time, ready to work every morning
- Accomplishes individual and department goals with minimum supervision
- Will handle difficult situations without deferring everything to others for resolution
- Displays extreme determination until objectives are met