



Welcome to a new standard of excellence!

Our purpose since 1936 has been simple, *to ensure that our members receive caring and personal service along with exceptional value.* We are committed to serving employees of the LA County Fire Department, and local municipal employees and their families with industry-leading dividends on deposits, and competitive loan rates. We are socially conscious and reflect the values we live by. To really stand out in a constantly changing world, each of us at F&A is value-driven at every level. We believe in a good work/life balance, and we all share the responsibility for creating a great workplace. As part of the F&A team, you will enjoy these outstanding benefits:

- Medical, Dental and Vision Insurance – 100% of employee premiums are paid by F&A
- Subsidized benefits for dependent premiums
- Employee Loan Discount Program – deep discounts on your home and car loan
- 401k with employer match of 3%
- Profit sharing – 6% of annual salary is contributed each year
- Paid time off accrual starting at 4 weeks per year
- 12 paid holidays
- Flexible spending accounts for health and dependent care
- Voluntary plans – additional life insurance coverage for employee and family
- Educational assistance program
- Employee assistance program
- Basic Life and AD&D insurance

What you will do for us:

As a Collector, you will be responsible for contacting and following up with members on delinquent loans to collect what is past due. In addition, you will be responsible for initiating repossession and legal action documents.

- Contact members regarding overdrawn and delinquent accounts by phone and mail; takes appropriate action, such as skip tracing products and negotiating repayment plans to bring accounts current.
- Contact members on delinquent property taxes, pending proof of flood insurance and pending homeowner's insurance. Performs real estate loan collection actions as directed by the department manager.
- Process documents for repossessions, monitors progress and follows up with notices of stored vehicles and notices of sales on vehicles.
- Review and process accounts assigned to collection attorneys or agency as well as maintain communication with collection attorneys and is familiar with the litigation processes.
- Process and file court documents for small claims and appears in court as needed.
- Review and follow-up on deceased accounts and has experience with probate.
- Review accounts on bankruptcy status and familiar with bankruptcy processes, such as POC's and Meeting of Creditors.



- Will maintain accurate files and reports on all collection's activity by monitoring, recording, updating, and continuing collection efforts on all delinquent and charged off shares and loans.
- Available to work the Credit Union's core business hours, Monday – Friday 8am – 5 pm.

#### Qualifications

- High school diploma or GED
- Ability to be bonded and retain status
- One (1) to three (3) years of similar experience
- Familiar with bankruptcy processes such as POC's and Meeting of Creditors
- Familiar with litigation processes as it related to collections
- Familiar with probate processes
- Strong verbal and written communications skills
- Strong attention to detail
- Ability to evaluate, plan, and prioritize work effectively and independently
- Proficient in MS Word and Excel

F & A Federal Credit Union is an equal employment opportunity employer. We will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring (Ban the Box) ordinance. Please forward your resume to [jobs@fafcu.org](mailto:jobs@fafcu.org) for consideration.