



Collections Representative/Loan Servicing Representative

We are looking to add to our already talented group of banking professionals. Currently seeking a **Collections Representative/Loan Servicing Representative** to provide best in class service to our internal and external customers.

If you possess strong Core Values such as building strong relationships, supporting the community, honesty and integrity, then our culture is the right fit for you.

North Brookfield Savings Bank (NBSB) is a mutual savings bank with full-service branches in North Brookfield, East Brookfield, West Brookfield, Ware, Belchertown, Palmer, and Three Rivers Village of Palmer. NBSB offers a wide variety of deposit and loan products for individuals and businesses throughout Central and Western Massachusetts and has been a steadfast supporter of the communities in which it serves since 1854. All deposits are insured by the FDIC and the Depositors Insurance Fund.

North Brookfield Savings Bank is actively involved in supporting our local communities and we could not succeed if not for our exceptional employees. NBSB is a friendly place to work with competitive salary and benefits packages for full-time and part-time employees. We're proud of our service to the community and our mutual savings bank status!

Overview:

The Collections Representative is responsible for assisting the Loan Departments in the functions related to collections on delinquent accounts. Contacts customers who are delinquent in the repayment of their loans and obtains payments, commitment agreements or establishes a repayment plan. Follows set policies and procedures when determining suitable collection solution. This position plays a critical role in providing the highest quality of customer service to our internal and external customers.

Core Responsibilities:

- Responsible for collections of delinquent accounts in accordance with Bank and legal guidelines.

- Participates in the early, mid or late stages of the collection process.
- Reconcile customer disputes as they pertain to payment of outstanding balances that are due.
- Provide a variety of routine daily tasks; reviews reports, prepares correspondence; participates in special projects.
- Review Experian Metrics Report.
- Accountable for reducing delinquency for assigned accounts.
- Assist in Loan Servicing Department as requested/needed.
- Ability to prepare reports as needed.
- Comply with all Bank policies and procedures.
- Maintain visibility in the community as an ambassador of NBSB through meaningful community event and volunteer opportunities.
- eOscar disputes and management.
- Maintain up-to-date knowledge of regulatory changes.
- Loan Servicing duties as assigned.
- Excellent interpersonal and communication skills.
- Provide outstanding internal and external customer service.
- Performs additional duties as requested, needed or assigned.

Requirements:

- Bachelor's degree in applicable discipline preferred, 3 years of related experience in a financial institution preferred.
- A minimum of three year's experience in collections and/or loan servicing.
- Able to communicate effectively over the phone or in person.

Resume and salary requirements should be sent to:

*North Brookfield Savings Bank
 Attention: Andrea Healy
 35 Summer Street
 North Brookfield, MA 01535
 ahealy@banknbsb.com
 fax 508-867-0716*

Competitive salary and benefits offered.

FLSA - Non-Exempt

Regular Full-Time

NBSB is an Affirmative Action/Equal Opportunity Employer.