

There's nothing quite like working at UMe Credit Union. At UMe, we believe great service starts with great people. We genuinely value our team members and the role they play in creating meaningful experiences for our members and our community. You'll find a collaborative, supportive environment where you're encouraged to grow, learn, and build real relationships — all while making a difference every single day. And yes — you'll have fun along the way. (Really.)

On top of all that, we offer our full-time employees:

- ▶ Competitive pay, based on relevant skills and experience
- ▶ Generous paid time off:
  - ▶ 3 weeks of PTO for new employees (*increases with length of service!*)
  - ▶ 1 week of paid sick leave (PSL) for all employees
  - ▶ A paid birthday day off (*because we love celebrating U!*)
  - ▶ Holiday pay for 14 scheduled paid holidays in 2026
- ▶ Company-paid HMO/PPO medical, dental, and vision plans
- ▶ Company-paid life insurance, long-term disability and AD&D plans
- ▶ A 401(k) retirement plan with generous employer contributions — regardless of employee contribution (*yes, U read that right!*)
- ▶ Employee Assistance Program (EAP)

If UMe sounds like your kind of place to work — then, you're in luck!  
We have the following job available:

**position:** Collections Specialist

**hours:** full time (monday - friday)

**starting base pay range:**

**\$27.00 to \$31.00 per hour**



## Here's what you'll be doing as a UMe Collections Specialist:

- ▶ supporting members in achieving financial stability by helping them meet their financial obligations while maintaining a positive and solutions-focused approach
- ▶ reaching out to members and guarantors in a timely manner to address delinquent loans and negative share accounts, working collaboratively to bring accounts current and prevent further financial hardship
- ▶ managing and reviewing collection queues regularly to monitor loan statuses, assess account activity, and ensure timely follow-ups to resolve delinquencies efficiently
- ▶ performing skip tracing using industry practices, tools, and techniques, in a timely manner to resolve delinquencies
- ▶ monitoring charged-off accounts for recovery opportunities
- ▶ maintaining accurate, thorough, and well-documented records of all collection actions, including detailed notes, phone conversations, financial arrangements, and member correspondence, to ensure compliance and continuity of service
- ▶ handling sensitive collection situations with professionalism, empathy, and tact by listening to members' circumstances, providing possible solutions, and always representing the Credit Union with integrity and care

## Here's what our UMe Collections Specialist position requires from U:

- ▶ exceptional people skills—helping members meet their financial responsibilities with empathy and professionalism
- ▶ 2-3 years of collections experience, preferably in a credit union or bank
- ▶ strong collections background, must be able to perform all collections functions, with a solid understanding of policies, regulations, and legal requirements
- ▶ working knowledge of collection processes, including queues, skip tracing practices, default and enforcement clauses, and the U.S. bankruptcy code
- ▶ clear and professional written and verbal communication, handling sensitive information with complete confidentiality
- ▶ strong research and documentation skills, and the ability to collect data with attention to accuracy and detail
- ▶ excellent organization and multi-tasking abilities, keeping records neat and legible
- ▶ experience with symitar — episys is a plus
- ▶ living the UMe brand (*we'll tell U all about it!*)

***This position requires previous collection work experience and exceptional customer service skills — because we really value a real, human connection.***

If this position sounds like something you'd enjoy and be good at, then we want to hear from U!  
Please email your resume to our Human Resources Department at [hr@umecreditunion.com](mailto:hr@umecreditunion.com)