

COLLECTIONS MANAGER

Gesa Credit Union

\$1.9B Assets

Richland, WA

Gesa Credit Union (Gesa) is seeking an innovative leader for the Collections Manager role to lead, motivate, and provide direction to the credit union's Collections Team for this forward-moving organization. The Collections Manager helps to preserve the credit union assets by controlling delinquent accounts, collecting delinquent loan payments, recovering collateral, and disposing of repossessed collateral. This role will lead department personnel-related issues including participation in the hiring process, scheduling, coaching, monitoring, and performance evaluations. This role requires a professional demeanor at all times while working with members, vendors, and staff.

The high-performing candidate will display organizational skills, robust and effective communication skills, strong analytics, knowledge of the collection and credit union programs, sound judgment when performing duties, and leadership values. This position will maintain and protect all sensitive data and dependable records of attendance and timeliness for staff. The role will serve as the credit union's subject matter expert on the collection's system and continuously work to improve system processes, workflows, and procedures.

Candidates are required to have a bachelor's degree or completion of a specialized course of study at a business or trade school in the area of collections; additional related experience may be recognized as an equivalency to education requirements. Five to eight years of similar or related experience and financial institution collection experience desired.

From modest beginnings in 1953, Gesa Credit Union is now the fifth largest credit union in Washington state serving over 150,000 members. In 1996, Gesa became a community-chartered credit union opening its membership to everyone in Washington. Gesa has a rich history of providing financial services to Eastern Washington.

ABOUT DDJ MYERS, LTD.

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