

Job Title:	Administrative Assistant / Loan Collection Specialist	Position Type:	Full Time
Department:	Asset Recovery	Level:	N/A
Location:	591 – 595 Avenue C, Bayonne, NJ	Date posted:	08/05/2024
Contact:	Human Resources	Posting Expires:	08/19/2024

Please send your resume via e-mail to Resume@bankwithbcb.com by 08/19/2024

SUMMARY:

The position of Administrative Assistant/Loan Collection Specialist is responsible for providing administrative support to the Asset Recovery Department; making collection calls for multiple loan products; coordinating meetings, teleconferences, and the like; answering the telephone; receiving and distributing mail and correspondence; gathering data and compiling various reports for management; photocopying materials; maintaining files; issuing correspondence; and promoting business for the Bank by maintaining good customer relations.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Uses approved methods, tools, and available resources to contact delinquent customers by telephone/e-mail; encourages payment commitments within assigned portfolio; obtains reason for delinquency; records and documents all collection efforts made; and inputs data into the Bank’s system, ensuring that all active collection accounts are verified and noted accurately
2. Escalates customer calls and/or problem accounts to corresponding loan officers and Bank management.
3. Performs required administrative duties; composes and proofreads correspondence for supervisors’ signatures; sets up and maintains files; maintains calendar for departments; answers and directs telephone calls; attends meetings and distributes meeting minutes.
4. Prepares agendas and invitations; prepares, copies, and distributes materials; arranges location and space; and resolves problems as they arise.
5. Gathers and calculates data and prepares a variety of monthly, quarterly, and annual reports for management, ensuring reports are accurate, complete, and timely.
6. Provides effective customer service and assists in resolving problems within given authority.
7. Operates computer terminal or personal computer to input and process data.
8. Performs clerical duties including, but not limited to, word processing, filing, faxing, and copying.
9. Treats people with respect, keeps commitments, inspires the trust of others, works ethically and with integrity, upholds organizational values, and accepts responsibility for own actions.
10. Demonstrates knowledge of and adherence to EEO policy, shows respect and sensitivity for cultural differences, and promotes working environment free of harassment of any type.
11. Follows policies and procedures, completes administrative tasks correctly and on time, supports the Bank’s goals and values, and benefits the Bank through outside activities.
12. Performs the position safely, without endangering the health or safety to self or others, and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to the OSHA Act of 1970, which are applicable to one’s own actions and conduct.
13. Performs other functions as assigned.

REQRED SKILLS:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Associate’s degree (AA) or equivalent from a two-year college, technical, or professional school, or 2-4 years of related experience and/or training; or the equivalent combination of education and experience. Work-related experience should consist of administrative duties with a legal or financial institution background. Paralegal certification a plus.
- Proficient secretarial skills typically resulting from a combination of education in computer operation and several years of experience in administrative or secretarial positions.
- Ability to read, analyze, and interpret general business periodicals, professional journals, and technical procedures.
- Intermediate skills in computer terminal and personal computer operation, word processing, spreadsheet, and graphical software programs.
- Effective verbal, written, and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.aaa2----
- Ability to deal with difficult problems involving multiple facets and variables in non-standardized situations.
- Effective organizational and time management skills.
- Ability to work with minimal supervision while performing duties.
- Current driver’s license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.