



The Virgin Islands Housing Finance Authority
is seeking qualified applicants for a position on the island of St. Croix

COLLECTIONS & SERVICE PROCESSOR II

The Collections & Service Processor II is responsible for performing a variety of document processing and recordkeeping tasks associated with customer accounts that require a thorough knowledge of products and services of the Authority. Duties include entering new account information; updating information on existing accounts; recording transactions; answering customer inquiries; receiving, classifying, consolidating and summarizing documents and information, as well as providing customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ⇒ Prepares detailed, monthly and annual collection reports for the Director of Collections and Servicing review.
- ⇒ Collects payments of fees, mortgages and rent for the Authority in the form of debit card, credit card, check or money order and records information in loan base and SAP systems or other applicable software.
- ⇒ Establishes new loan accounts within Mortgage and Accounting Software with approval of the Director of Collections & Servicing.
- ⇒ Responsible for daily balancing and collections activities and providing back-up support for daily balancing of funds collected.
- ⇒ Attends various meetings on behalf of the Authority, including small claims court and foreclosure hearings.
- ⇒ Resolves customer concerns and disputes for payments and non-payments.
- ⇒ Corresponds through mail or telephone with persons regarding delinquent accounts.
- ⇒ Maintains proper accounting records and documentation of activities transpiring in each account.
- ⇒ Prepares correspondence, reports and other materials.

QUALIFICATIONS:

Education: Associates Degree in Business Administration, Accounting or a related field.

Experience: 4-7 years of relevant work experience. Equivalent combination of education and experience may be substituted.

Knowledge, Skills and Abilities: Ability to prepare complete and accurate reports and statements; Ability to apply and adapt established methods in collections and servicing; Knowledge of basic collections and servicing procedures, regulations and laws; Computer literate to include Microsoft Word, Excel and Outlook; Basic arithmetic and financial record keeping; Good analytical, organizational and communications skills; Ability to be flexible and work under pressure; Ability to work harmoniously with other agency personnel; Ability to maintain confidentiality in all assignments; Ability to multi-task, work collaboratively in a team-oriented environment and problem solve; Ability to analyze data, perform multiple tasks and work independently; Experience with Loan Base Mortgage and SAP Business One Software; Must possess a valid Virgin Islands Driver's License.

SALARY: \$37,440 - \$52,000 per annum depending upon qualifications

APPLICATION INSTRUCTIONS AND PROCEDURES:

Interested applicants must submit an application, cover letter, resume/vitae and three (3) current professional letters of recommendation. **During the Safer at Home period, application packages will ONLY be accepted electronically at hr@vihfa.gov.** Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at www.vihfa.gov.

Deadline for submittal of application package is Wednesday, November 3, 2021; however, this position will remain open until filled. Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer