

GOVERNMENT OF THE VIRGIN ISLANDS
VIRGIN ISLANDS BOARD OF EDUCATION



VACANCY ANNOUNCEMENT

Job Title:	Loan Collections Officer	Closing Date:	August 31st 2019
Agency:	VI Board of Education	Location:	St. Thomas, VI
Salary:	\$40,307.00 - \$51,055.00	Class:	Classified

DEFINITION: The VI Board of Education's (VIBE) Loan Collections Officer in St. Thomas. This is a standard position within the Board of Education, involving the collection of loan payments. This employee is responsible for dealing with all the individuals who have received and accepted loans from this agency. All payments made towards the borrowers' loans will be received and processed by this employee, and he/she will perform daily deposits. This employee is expected to be in regular contact with borrowers who have matured loans to promote timely repayments, and they will consistently reach out to borrowers who have become delinquents. This position requires the ability to manage multiple priorities (e.g., collecting and recording payments, dropping off deposits, contacting delinquents) and meet established goals in a timely manner. This is a classified position. The individual in this position will be under the direct supervision of the Director of Business and Finance

DUTIES: Serves as an intermediary between borrowers and the VIBOE.

- Receive and review accounts to determine their ability to pay and the location of debtor or responsible relative.
- Establish payment schedule.
- Collect and process all payments and deposit the payments to the bank in a timely manner.
- Create solutions that bring in revenue on a regular basis and lead to achieving VI Board of Education's financial goals.
- Make phone calls and request information from a variety of individuals and private and public agencies to secure payments.
- Contact debtors by phone, correspondence and personal contact to determine willingness and ability to pay, explain legal requirements and obligations.
- Input and operate computer terminals to access and print information to maintain and update files.
- Forward files and recommendations to supervisor for review and approval.
- Appear in small claims court when requested.
- Initiate action for uncollectible accounts to be placed in inactive status.
- Maintain account records, including contacts, correspondence, payments, documents, and legal actions initiated or taken; gather and assemble necessary supporting documents
- Enforce grant of lien and promissory notes; recommend legal actions to be taken for outstanding accounts.

- Keep informed concerning regulations and provisions issues by regulatory agencies affecting Loan Servicing.
- Answer and assist the borrowers with any questions they may have.
- Develop collections methods and recommend changes that improve workflow and help the VIBOE achieve their goals.
- Prepare monthly, quarterly and annual reports including loan delinquency and collections reporting.
- Assist with financial aid during peak times
- Answers phone and takes message as necessary.
- Perform all other duties as requested

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, accounting, or related fields from an accredited institution; or two years of academic education in business, accounting or related fields and three years of experience involving collection or control of funds; or one-year academic education in business, accounting or related field and four years of experience involving collection or control of funds serving in various capacities, which calls for financial responsibilities. Knowledge of Microsoft Office Suite

HOW TO APPLY: Persons interested in this position must submit the following information: 1) a detailed letter of interest specifically addressing the qualifications mentioned in this announcement and 2) A current resume. The application package may be emailed to mpotter@myviboe.com with "Loan Collections Officer Position" in the subject line, submitted to our St. Thomas office located at Dronningens Gade Nos. 60B, 61 & 62 or mail to P.O. Box 11900 St.Thomas.VI 00801. **All applications must be submitted no later than 5:00 PM on Friday, August 30, 2019. Applications received after August 30th, will not be considered.**