



# Example of Collection Supervisor Job Description

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Our growing company is looking for a collection supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for collection supervisor

- Work with other servicing and loan administration teams to ensure document tracking is being leveraged to increase servicing efficiencies
- Reconciling exceptions with custodial records
- Support other Document Management teams as needed
- Interact with Third Party Document Custodian and various Units within Servicing to support document needs
- Ensure that the Team is performing its function according to the established operating procedures
- Maintain Policies and Procedures in place and update accordingly
- Ensures efficient collection activity is performed on consumer loans, credit cards, negative shares, including delinquent loans in Puerto Rico and international accounts
- Plans and coordinates various activities and daily workflows associated with insurance follow-up and self-pay collections
- Manage staff work assignments including oversight of work ques and distribution of standard department reports to ensure hospital accounts are worked
- Handle inquiries from staff, complete daily administrative forms submitted for approval as part of account resolution

## Qualifications for collection supervisor

- Strong PC skills including (MS Outlook, MS Office including Word, Excel,

- Must be able to engage in repetitive motions and communicate
- Minimum of three (3) years of experience in a mortgage environment required
- Prior experience working with collateral mortgage documents required
- Must have strong organizational, analytical, and time management skills