

TEMPORARY COLLECTION OFFICER I
Bank of North Dakota, Bismarck, ND

Position: Temporary Collection Officer I
Salary: \$12.00/hour
Closing date: March 24, 2010

Status: Full-time Temporary
Supervisor: Shar Martin

Minimum Qualifications:

Four years collection or telephone customer service experience.

OR

College course work in business administration, communications or related field may be substituted for the required work experience on a year-for-year basis.

Position requires high degree of written and verbal communication skills; exemplary customer service skills; personal computer skills, specifically experience with word processing, spreadsheet software applications, and internet search engines; and a working knowledge of collection techniques. The ability to work independently and ability to work in a team environment, to make decisions and to meet deadlines is required.

Preference given to experience with telephone customer experience.
Knowledge of federal rules and regulations of student loans is desired.

Application Procedures:

Submit [State of North Dakota Application for Employment \(SFN-10950\)](#) and resume to:

Bank of North Dakota
Human Resources
1200 Memorial Hwy
PO Box 5509
Bismarck, ND 58506-5509

May submit applications via e-mail to Lori Sayler, lsayler@nd.gov

Applicants who are residents of North Dakota and eligible to claim veteran's preference must include Form DD214. Claims for disabled veteran's preference must include a current statement of disabled status from the Veteran's Affairs Office.

If accommodation or assistance is needed in the application or interview process, please contact Lori (701) 328-5616 or 800-472-2166 ext. 85616 or TDD 800-643-3916. EOE

A state and federal background check will be conducted on the final candidate.

Summary of Work:

This position performs duties associated with locating borrowers and verifying valid addresses. Primary responsibilities include phoning borrowers, references, schools, and borrower employers; searching the internet using skip tracing websites; and processing mail returns.

Regular banking hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Extended hours may occasionally be required.