
Job Description: Chapter 13 Administrative Assistant

Chapter 13 Department

Supervisor: Chapter 13 Supervisor
Status: Full-time
FLSA: Non-Exempt

Revised: 10/29/10
Approved: 10/29/2010

Position Summary: Under the direct supervision of the Chapter 13 Supervisor the Administrative Assistant contributes to the productivity and effectiveness of the administrative work-flow to ensure compliance, accuracy, and efficient performance.

Essential Duties & Responsibilities

- Research and process new and existing bankruptcy accounts to ensure compliance with the FDCPA, U.S. Bankruptcy Code, and any applicable rules established by the local jurisdiction.
- Provides priority mail sort and distribution of all correspondence received within the department.
- Reviews and processes pertinent Amended Plans received within the department.
- Assists in claim generation production when necessary.
- Reports all discrepancies regarding an account to management.
- Clear, concise, and professional communication with all business partners.
- Conforms with and abides by all regulations, policies, work procedures, and instructions to perform any other job-related duties requested by any person authorized to give instructions or assignments.
- Participates in departmental staff meetings, on-going training programs and special projects as assigned by department management.

Accountability

Accountable for the productivity, quality and effectiveness of new and existing Chapter 13 bankruptcy accounts.

Qualification/Requirements

*The above statements describe the general nature and level of work being performed by individuals assigned to this classification.
This is not intended to be an exhaustive list of all responsibilities and duties of personnel so classified.
This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

Education Requirement: High School Diploma

Related Experience: 1 - 2 years of bankruptcy or related experiences

Management Experience: None Required

Computer Equipment and Software Requirements: Working knowledge of Microsoft Office & Excel, Acrobat and Internet Software.

Physical requirements: The work required of the individual in the position is generally sedentary, requiring walking, standing, bending, and carrying items weighing less than 40 lbs. The position requires the ability to operate personal computers and other office equipment.

Disclaimer & Acknowledgment

This job description is intended to indicate the kinds of responsibilities and levels of difficulty required of the employee(s) in this position and in no way states or implies that these are the only duties to be performed by the employee(s) in this position, nor does it restrict management's right to assign or direct responsibilities to this position at any time.

All duties and responsibilities are essential job functions and requirements and are subject to possible modification at any time due to reasonable accommodation or other reasons. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.