

COLLECTIONS OFFICER*

Function of Job:

Under direction of designated supervisor, responsible for collecting delinquent student, commercial, and third party accounts, in compliance with applicable state/Federal regulations and institutional policy/procedures; counsel students and families regarding payments and resolve problems; evaluate credit worthiness of potential university business customers and determine credit risk; and maintain relationships with collection agencies.

Characteristic Duties and Responsibilities:

1. Collect inactive student tuition accounts and delinquent commercial accounts, including conducting pre-collection analysis, performing address searches, making personal contact with students and companies, making decisions regarding outsourcing accounts to collection agencies and maintaining records as required.
2. Resolve complex financial problems for active students, parents, and debtors - including financial counseling, working with university departments regarding delinquent status, and making decisions, such as turning off services or evictions.
3. Analyze requests for individual/commercial credit worthiness and recommend amount of credit to extend to new commercial accounts.
4. Manage use of outside collection agencies and track agency performance.
5. Process transcript denials and work with involved parties to resolve balances, make decisions on exceptions to policy on transcript denials.
6. Maintain accurate, comprehensive records on analysis/activity of assigned accounts according to Federal and institutional guidelines.
7. Maintain up-to-date knowledge of Title IV regulations, state and Federal laws regarding due diligence, billing and collections, and testify, as called upon, in state and Federal courts regarding the basis of unpaid accounts and institutional billing/collection policies.
8. Maintain and apply up-to-date knowledge of all loan provisions, deferments and cancellations.
9. Supervise staff as assigned.
10. Prepare periodic/special reports as requested.
11. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree in Business, Accounting or related field and three years' experience in financial management and collection.
2. Knowledge of complex state/Federal law and Title IV regulations.
3. Computer skills as required by department.
4. Excellent communication skills, both oral and written.

Additional Desirable Qualifications:

1. Knowledge of college/university policy and financial procedures.

9/2/05
System Approval

9/2/05
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

*Revised – original approved 11/1/88