

Collections Specialist

Function of Job:

Under general direction of designated supervisor, collect balances from delinquent student accounts, provide payment counseling and problem resolution to students and their families, represent the college/university in bankruptcy cases; evaluate credit risk of potential college/university business customers, and coordinate assigned loan programs, including funds and collections for such loan, in compliance with federal/state regulations and institutional policies and procedures.

Characteristic Duties and Responsibilities:

1. Analyze and resolve complex financial problems for students, parents and debtors and provide financial counseling to such parties.
2. Provide analysis on commercial credit requests for credit worthiness and make recommendations to appropriate department/office on these requests as assigned.
3. Review and institute collection procedures on overdue commercial and third-party accounts, including making contacts and conducting research to resolve account issues.
4. Coordinate collection of assigned loan program(s), which includes focusing on the Federal cohort default rate and maintenance of a low default rate.
5. Counsel and assist students with loan repayment in such areas as filing deferments, hardship requests, loan consolidation, verification, etc.
6. Analyze bankruptcy accounts; work with bankruptcy courts and legal counsel to respond on behalf of the college/university when bankruptcies are filed or discharged.
7. Assure compliance with Federal regulations for assigned loan program(s); manage and verify student exit counseling in compliance with Federal regulations; assist with audit of loan program.
8. Manage use of outside collections agencies and evaluate their performance.
9. Maintain records and reports as required.
10. Supervise staff as assigned.
11. Make recommendations for improvement in departmental policies and procedures.
12. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree in business or finance or closely related field and two years of experience in business/financial analysis.
2. Knowledge of federal regulations concerning collections and financial aid.
3. Communication, customer service, and problem-solving skills.
4. Supervisory ability.

Additional Desirable Qualifications:

1. Collection experience in higher education.

9/3/2002

System Approval

6/10/2002

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.

