

## **FINANCIAL PROJECT MANAGER - PROCESS IMPROVEMENT**

### **Function of Job:**

Under general direction of supervisor, develop strategies and design/implement projects for business services area to improve the organization's effectiveness and the quality of service delivered to students and parents, and independently oversee billing and collection of assigned loan portfolio to minimize loan delinquency and default and comply with all applicable federal regulations.

### **Characteristic Duties and Responsibilities:**

1. Lead/participate in the planning, design, development and implementation of process improvement projects to achieve business objectives.
2. Analyze and evaluate business problems to determine the general approach to be followed.
3. Develop new methods, procedures and techniques to improve the effectiveness and productivity of organizational business processes.
4. Prepare and disseminate a written report on results and conclusions of projects and business process improvements.
5. Prepare regular analyses of the assigned student loan portfolio to evaluate effectiveness of collection activities and to adjust collection action plan to ensure maximum achievement of collection objectives.
6. Monitor assigned student loan portfolio cohort default group and manage collection process to ensure institutional default rate meets federal standards.
7. Maintain relationships with loan portfolio collection agencies.
8. Interact with AFSA (loan servicing agency), collection agencies, New Hampshire Higher Education Authority, consumer credit agencies, credit bureaus, mortgage lenders, bankruptcy courts and other colleges/universities.
9. Maintain currency of knowledge regarding federal regulations related to assigned student loan program..
10. Supervise staff and students as assigned.
11. Perform related duties as assigned.

### **Minimum Qualifications:**

1. Bachelor's degree and four years of related experience.
2. Experience in business analysis and problem solving.
3. Experience using PC and application system technology to improve business processes and quality of service.
4. Experience in student loan collections with strong knowledge of federal regulations, accounts receivable and customer service.
5. Strong communication and interpersonal skills, including customer service skills.
6. Organizational skills and analytical ability.

### **Additional Desirable Qualifications:**

1. Financial Aid experience.
2. Experience in higher education.

8/27/99

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System Approval

3/29/99

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Effective Date

