Title: Collection Analyst

Pay Scale Group: 15

Essential Function

Under general supervision from a designated administrator, review, analyze and research student and institutional loan accounts and represents university interests in arranging loan repayments and collection of delinquent accounts.

Characteristic Duties

- Collect past-due balances on student federal and institutional loans and past-due tuition accounts. Counsel current and former students orally and in writing regarding payment.

- Analyze and research disputed and past-due accounts to determine what collections efforts should be made, based on Federal, State and University policies and procedures.

- Act as liaison to collection and credit reporting agencies, to bankruptcy courts, federal agencies and University departments.

- Negotiate formal written repayment plans and fee waivers, make referrals to collection agencies, and authorize legal action in pursuit of payment.

- Maintain University records, negotiate and confirm changes in debt status to credit reporting agencies. Make reimbursement decisions independently.

- Verify loan information to federal agencies and the courts and represent the University in court and testify as a witness in bankruptcy and other legal proceedings, work with legal counsel to settle court cases.

- Make recommendations and assist with development of policies and procedures to ensure compliance with applicable federal, state, local and University regulations regarding contact with debtors, documentation of collections efforts, and release of academic records, credit reporting, and related matters.

- Provide training regarding student debtor rights and responsibilities and conduct student exit interviews.
• May provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

• Perform related duties based on departmental need.

Minimum Qualifications
Bachelor’s degree with three (3) years experience; -OR- Associate’s degree with five (5) years experience; -OR- seven (7) years experience. Experience must be in collections. Some positions may require at least one (1) year of supervision experience.

New: August 2012