Title: Student Loan Officer

Pay Scale Group: 14

Essential Function

Under general supervision from a designated administrator, collect past-due balances on student federal and institutional loans and past-due tuition 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.

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

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

- Maintain University records, negotiate formal written repayment plans, and confirm changes in debt status to credit reporting agencies.

- Verify loan information to federal agencies and the courts and testify as a witness in bankruptcy and other legal proceedings.

- 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, 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 one (1) year experience; -OR- Associate’s degree with three (3) years experience; -OR- five (5) years experience. Experience must be in collections.

Last updated: November 2003