Manager, Loan Collections

Job Code 00001490

General Description
Responsible for managing the collection of the federal and institutional student loans, delinquent installments, and other miscellaneous charges.

Example of Duties
Advise and guide personnel with specific problems.
Assign and monitor work for various projects.
Interview, train, and evaluate staff.
Prepare and distribute various letters, memos, and statements.
Ensure corrections are made to accounts on a timely basis.
Analyze and develop policies and procedures.
Assist in the development of new automated systems.
Supervise and prepare various reports.
Monitor performance of collection agencies.
Conduct exit interviews.
Schedule automated jobs.
Review output for errors and/or problems.
Interview, schedule, and evaluate staff.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: Lotus, Microsoft word, monarch, DOS, and dbase; mainframe programs such as ETLP system, SARS, CUFS, FAM, All-in-one; accounting principles; related federal and state regulations; bankruptcy laws.

Skill in: Effectively directing the work of others; interacting courteously with often hostile borrowers; organizing work flows.

Ability to: Interpret and apply complex legal and technical documents; prepare clear, concise reports, letters, and memos; read and interpret statistical/accounting reports; communicate effectively; test and evaluate computer programs; work under pressure; analyze accounts and procedures.

Education and Experience
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements