

Wright State University
CLASSIFIED JOB SPECIFICATION
Collection Specialist

I. JOB INFORMATION

Job Title: Collection Specialist (CS 14)

Job Class: 12122

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under general supervision collects payments, opens accounts receivables, organizes and processes records, and provides pre-loan counseling for students. Audits reports, verifies promissory notes, monitors changes to awards and conducts exit interviews.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Responsible for the collection of defaulted loans/accounts. Maintains acceptable delinquency/default rates for continued participation in federal loan programs.
- Reviews various reports from billing services and contacts borrowers by telephone or written correspondence.
- Conducts (by mail or in person) interviews and/or counseling sessions to ensure borrowers fully understands loan provisions and regulations.
- Works with borrowers in negotiating payment arrangements. Documents payment arrangements in written correspondence. Utilizes on line systems for documentation of plans. Performs follow-up on arrangement plans.
- Files university promissory notes, establishes daily schedules of documents to be scanned and indexed, and maintains archival system for the Bursar/Student Loan Collection Offices.
- Processes payments received on delinquent/current accounts. Assures proper posting of receipts are made to accounts.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

A high school diploma or GED and two years (FT) of related work experience OR, two years of post-secondary education and one year of (FT) related work experience OR, a bachelor's degree in a related field. Excellent verbal/communication skills. Ability to calculate whole numbers, decimals, fractions and percentages. Ability to calculate simple and compound interest. Thorough knowledge and skills to utilize current office equipment and a variety of complex software packages.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

Math. Spreadsheet-Standard

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

None

VIII. JOB SERIES

12120

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.