

Sul Ross State University

Position Description

Official Title: Collections Supervisor

Salary Group: 9

Job Code: 4039

Summary

Function: Administration of collections of loans, tuition and fees and other receivables.

Scope: Includes all University-administered student loans, tuition installment loans, and other university receivables.

Duties

Essential: Responsible for the collection management of all University-administered student loan programs, including the Federal Perkins Loan Program, Texas Public Education Grant (TPEG) Emergency Loans, HOGG Emergency Loans, Tuition Installment Loans, and similar future programs; oversees the maintenance and safeguard of loan collection records and documentation, review of reports from service bureaus and collection agencies, loan processing, and collection activities; develops and implements policies and procedures pertaining to the various University-administered student loan collection programs; maintains student loan balances, reconciling such balances with the general ledger and making corrections where required; monitors bankrupt accounts to insure compliance with statutory rules and regulations; instructs collection agencies to cease collection activity where required; coordinates loan collection activities between the University and its students, service bureaus, collection agencies, Texas State University System, Texas State Comptroller's Office, U.S. Department of Education (DOE), and other universities; assists in the administration of the Texas Warrant Hold Program as it pertains to student loans and receivables; generates periodic status reports to measure compliance with stated objectives. Monitors and controls expenses; trains, supervises, and evaluates assigned employees. Counsels with Students regarding outstanding debts to the institution; develops individualized repayment plans; places and removes holds and waivers where appropriate. Develops and administers programs designed to maximize in-house collections before referring debtor to outside collection agencies. Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

Non-Essential:

Supervision

Received: General supervision and instructions from Controller.

Given: Manages activities of assigned personnel.

Education

Required: Bachelor's degree in Business Administration or related field.

Preferred: Master's of Business Administration.

Experience

Required: Two years experience in accounting, financial management, or student loan administration.

Preferred: Five years experience I accounting, financial management, or student loan administration; two years experience in accounts receivable management.

Equipment/Skills

Required: Ability to coordinate activities between diverse organization entities; strong verbal, written, and analytical skills; ability to work independently; computer, spreadsheets and word processing.

Working Conditions

Usual: Office conditions. Exempt from overtime provisions. Position is Security Sensitive.

Special:

Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human Resources Director.

Date revised: April, 2004