



		ISSUED: 01/12
		CLASS
TITLE: <u>Collections Specialist</u>	SCHEDULE: <u>AP</u>	CODE: <u>PE357</u>
	SALARY	EEO
UNION: <u>P&amp;A – Local 1979, U.A.W.</u>	GRADE: <u>11</u>	CODE: <u>30</u>
		JOB
	FLSA: <u>Exempt</u>	CODE: <u>PE</u>

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**POSITION PURPOSE**

Increase collections of outstanding debt owed to the University by students, former students and outside agencies. Provide responsible, non-routine, independent support in identifying, locating and notifying customers with delinquent accounts and attempt to secure payment.

**ESSENTIAL JOB FUNCTIONS**

- Identify, manage, collect, and resolve all past due student accounts. Establish and maintain payment arrangements for past due accounts. Manage all repayment agreements.
- Make telephone calls, mail eBills and write correspondence to encourage payment of delinquent accounts. Confer with students/parents by telephone, email and in person to determine reason for overdue payment, and to secure payment or assist with payment agreements.
- Conduct student account analysis utilizing Banner student accounts receivable. Interpret student information ensuring completeness and accuracy.
- Contact offices, outside agencies, students, etc., regarding accounts, records payments, etc.
- Record information about financial status of students and collection efforts and contact logs.
- Place collection holds on past due accounts.
- Make recommendations to supervisor for outside collection placement/removal. Oversee accounts placed with outside collection agencies. Respond to requests for information, etc.
- Receive payments and forward to Cashier’s department for posting to customer accounts.
- Answer questions, lift holds and complete payment processing forms for front desk traffic.
- Keep abreast of applicable state and federal laws and regulations and University policies relative to collections. Serve as a resource for office staff and other customers.
- Perform related work as assigned.

**ADDITIONAL COMMENTS**

This classification level requires specialized non-theoretical skills and an in-depth understanding of department activities, billing and collections processes and procedures. Incumbents provide instruction and guidance to students, parents, staff and the general public on the department's functioning. Considerable initiative, independent judgment and responsibility are applied to work activities. This

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classification is typically assigned to the Bursar within the Division of Fiscal Operations. This classification receives work direction and guidance from a management level position.

### **MINIMUM QUALIFICATIONS**

- Graduation from an accredited college or university or an equivalent combination of education and/or experience.
- Some knowledge of accounting principles and bookkeeping procedures and applications.
- Reasonable experience in collections, financing, or budgeting or equivalent.
- Strong organizational and communications skills.
- Ability to compose and appropriately format correspondence and reports.
- Strong computer skills including Microsoft Office, Banner
- Ability to work effectively as team member.
- Excellent customer service skills.
- Ability to use judgment and initiative in applying policies and procedures to difficult and unusual situations; gather and analyze information; follow through on detail; and compile data for reports.
- Ability to handle multiple work priorities, organize and plan work/projects.
- Must be dependable and available to work overtime, possibly on Saturdays during registration, orientation and peak periods.
- Ability to work in a demanding environment.
- Ability to effectively establish and maintain cooperative working relationship within a diverse multicultural environment.
- Typically, incumbents have held intermediate level accounting, billing, and analytical positions.

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