



Job Specification

Job Title: Assistant Manager, Collections
BCAT Code: 316D AA
Pay Grade: G15

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Oversees the collection of outstanding funds/accounts directly from clients or other equivalent entities on behalf of a unit/department in accordance with established guidelines. May supervise the operations of either, a host of collection specialist(s), their equivalents, or staff.

Examples of Duties

- Provides guidance on collections guidelines to staff and subordinates.
- Audits collections accounts in dispute or prior to collection efforts.
- Provides routine and complex collections report.
- Manages the collections procedures within established guidelines.
- Serves as liaison between unit/department and the client/customer.
- Oversees the provision of important information to clients and members of unit/department.
- Maintains confidential information on clients/customers, protecting such information from abuse, fraud, and negligence.
- Oversees that transactions (verbal, written or financial) between clients/customer and unit/department are accurately recorded in applicable medium or information systems.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of FDCPA (Fair Debt Collections Practices Act).
- Knowledge of basic computer operation and software (spreadsheets, databases, and word processors).
- Ability to multi-task, pay attention to detail, train staff, and supervise staff.
- Effective time management, customer service, and organizational skills.
- Effective oral and verbal communication with external and internal customers.

Minimum GSU Hiring Standards

Bachelor's degree and two years of related experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.