



Job Specification

Job Title: Collection Specialist
BCAT Code: 430X AJ
Pay Grade: G10

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

General Description

Collects money owed to the University.

Examples of Duties

- Locates and contacts individuals and organizations, which owe the university money.
- Establishes plans for payments of debts.
- Maintains records of collection activities.
- Advises management of appropriate follow-up actions.
- Monitors delinquent accounts, and takes appropriate steps to collect payments.
- Documents attempts made in collecting debts.
- Processes account information in accordance with laws and university policies.
- Advises students of their rights and responsibilities pertaining to student loan programs.
- Assists management in developing policies to minimize default rate on student loans.
- Selects and prepares delinquent accounts for placement at collection agencies.
- Performs general customer service duties such as cashiering, etc.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of computer equipment and software.
- Knowledge of federal, state and local laws pertaining debt collection.
- Knowledge of federal laws relating to student loan programs.
- Knowledge of bankruptcy laws.
- Knowledge of governmental fund accounting.
- Effective communication skills.

Minimum GSU Hiring Standards

Bachelor's degree and one year 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.