



**Job Specification**

**Job Title: Student Account Specialist, Senior**  
**BCAT Code: 505X BE**  
**Pay Grade: G13**

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

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**General Description**

Collects money owed to the University using telephone and mail collection techniques to meet monthly collections objectives set by Student Accounts management. Designs and generates monthly reports of collection accounts status, and maintains records of collection activities using spreadsheets and aging reports. Advises management of appropriate follow-up steps needed on debts owed to the University.

**Examples of Duties**

- Contacts people who owe the university money and motivates them to pay.
- Responds to inquiries regarding delinquent accounts.
- Meets with former students to explain methods and importance of resolving past due balances.
- Designs and generates regular reports of account collections activity all accounts due.
- Places delinquent accounts with collections agencies and maintains ongoing communications with collections agencies, including the status of accounts and payment information.
- Conducts loan exit interviews as required by funding source regulations.
- Audits loan counseling documents to insure accuracy of university records.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Knowledge of Fair Debt Collections Practices Act.
- Knowledge of Title IV due diligence regulations.
- Ability to communicate effectively both verbally and in writing.
- Proficient in word processing, spreadsheets, and databases.

**Minimum GSU Hiring Standards**

Bachelor's degree and two years customer service; or a combination of education and experience. Knowledge of Fair Debt Collections Practices Act and Title IV due diligence regulations required.

*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.*