

CLASS TITLE: DEFAULT PREVENTION COLLECTION AGENT I

Class Code: 02432300

Pay Grade: 16

EO Code: F

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: At the Rhode Island Higher Education Assistance Authority (RIHEAA), to contact and counsel delinquent borrowers during their repayment process and offer assistance to avoid default; to counsel delinquent borrowers as to their options and negotiate the appropriate repayment of their obligation; to work with borrowers to determine the best course of action incorporating various repayment schedules, rehabilitation and consolidation programs or lump sum payoff options; and to do related work as required.

SUPERVISION RECEIVED: Works under the immediate supervision of a superior with latitude to exercise limited independent judgment; work is regularly reviewed for conformance with office policy and adherence to federal and state regulations.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

At the Rhode Island Higher Education Assistance Authority (RIHEAA), to contact and counsel delinquent borrowers during their repayment process and offer assistance to avoid default; to counsel delinquent borrowers as to their options and negotiate the appropriate repayment of their obligation.

To work with borrowers to determine the best course of action incorporating various repayment schedules, rehabilitation and consolidation programs or lump sum payoff options;

To engage the borrower either over the phone, by e-mail or in person to review their financial situation using the credit bureaus and personal information;

To determine the appropriate deferment and forbearance options or repayment schedules, and follow up with lenders/student loan services to be sure the process has been completed.

To educate and counsel borrowers as to the consequences of default including, adverse credit ratings, garnishment of payroll and surrendering of both state and federal income tax refunds; work with borrower to maintain their account in a current status;

To provide instruction to borrowers on procedures required to maintain a creditworthy status, resources available to the borrower such as consumer credit counseling services.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS, AND CAPACITIES: A familiarity with the Federal Family Education Loan Programs, with an emphasis on deferments, forbearances, rehabilitation, and loan repayment options available; a familiarity of collection activities such as Administrative Wage Garnishment, Tax Offsets and Judgements; the ability to formulate and communicate repayment schedules and effects of interest bearing student loan programs; the ability to function in a team based work environment and exercise independent judgement when necessary; the ability to work in an intense multi-task/multi-client environment while maintaining a high level of customer service and professional decorum; the ability to handle highly sensitive and confidential matters; the ability to meet individual and office goals in revenue generation and performance; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a high school degree or equivalency; and

Experience: Such as may have been gained through: employment in a capacity requiring loan counseling, debt collection and customer service.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.