

work of staff and outside collection agencies engaged in debt collection and default management activities; the ability to resolve the most complex and difficult collection activities; the ability to advise a superior on the objectives and policies of the collections and default management programs; the ability to establish and maintain effective working relations with lenders, schools, borrowers, or their designated representative; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with specialization in Business Management, Finance, or a closely related field; and

Experience: Such as may have been gained through: employment in a responsible supervisory position in a government agency or lending institution involving supervision of a staff engaged in debt collection and default management activities, or the enforcement of laws under which debt obligations are assessed and collected.

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

Class Created: August 31, 1986

Class Revised: October 31, 2004