

CLASS TITLE: DEFAULT PREVENTION/COLLECTION SUPERVISOR

Class Code: 02432500

Pay Grade: 21

EO Code: B

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: At the Rhode Island Higher Education Assistance Authority (RIHEAA), to plan, assign, and review the day-to-day functions of subordinate staff in default prevention/collection activities; to review and update operating procedures; to personally address problem accounts via phone, e-mail, or in person; and to do related work as required.

SUPERVISION RECEIVED: Works under general supervision of a superior with wide latitude for exercising independent judgment; work is subject to review for results obtained, goals met, and conformance with the student loan regulations and office policy.

SUPERVISION EXERCISED: Coordinates, assigns, and reviews the activities of subordinate staff engaged in default prevention/collection activities.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

At the Rhode Island Higher Education Assistance Authority (RIHEAA), to plan, assign, and review the day-to-day functions of subordinate staff in default prevention/collection; to review and update operating procedures; to personally address problem accounts via phone, e-mail, or in person; and to do related work as required.

At RIHEAA, to assist a superior in overseeing the collections staff for compliance with Federal Family Education Loan Programs and other applicable regulations..

To audit various collection and loan counseling/default prevention techniques used by staff.

To participate in training and educational opportunities via conferences, workshops, and written materials in order to acquire and utilize current techniques in loan counseling, default prevention techniques, and collections practices.

To represent RIHEAA at various meetings and presentations.

To recommend and implement changes in work flow, technology, and staff activity that will improve efficiency and increase collection revenue.

To review and monitor department revenue goals.

To review and monitor outside vendors for compliance and performance standards.

To be responsible for review and resolution of complex accounts.

To review and prepare responses to federal agencies, schools, lenders, servicers, attorneys and credit bureaus.

To maintain a high level of composure, judgment, and customer service when dealing with challenging situations.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS, AND CAPACITIES: A thorough knowledge of collection procedures and practices, including those in the Family Fund Education Loan Programs regulations; a thorough knowledge of default prevention procedures and practices; a working knowledge of the uses and applications of computer databases, and the ability to apply such knowledge in a loan prevention/collection environment; the ability to train staff using coaching and counseling techniques to enhance staff knowledge and increase revenues; the ability and willingness to independently initiate and coordinate loan collection (default prevention) projects; the ability to analyze data from a variety of sources, to draw conclusions, and suggest resolutions; the ability to plan, supervise, and review the activities of subordinate staff; the demonstrated ability and commitment to providing excellent customer service; the demonstrated ability to set and meet deadlines; and to related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation with an Associate's Degree from an accredited institution with specialization in Business Management, Finance, or a closely related field; and

Experience: Such as may have been gained through: employment in a capacity requiring the execution of a variety of routine and complex loan collection/default activities.

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

Class Revised: October 31, 2004