***This old UMB job description was created between 2000 and 2014 and is being provided as a template or guide in the preparation of a current job description. The essential functions are general in nature and may not accurately depict the duties of a specific unit. Managers are encourage to update and provide specific duties that are applicable to work being performed in the unit.***

Job Title: **Supervisor, Student Loan Collections**

Job Family: Finance, Budget, Accounting, and Internal Audit

Sub Family: Accounting - Student

**Job Summary:**

The Loan Collection Supervisor is responsible for the day-to-day operations and management of the loan collections area of student accounting, which includes billing, collections, and income activities for the repayment of student loans, such as Perkins, Health Professions, Nursing, and institutional loans. Supervise and train collections specialists or other staff involved in the student loan debt collection process. Ensure that all loan collection efforts adhere to federal, state, and university regulations and that “Due Diligence” maintained throughout the repayment period of each student loan debt.

**Essential Functions:**

* Supervise daily operations of the student loan area. Review, formulate, and recommend policies and operational procedures for areas of responsibility. Ensure that all loan collection efforts adhere to federal, state, and university regulations and that “Due Diligence” maintained throughout the repayment period of each student loan debt.
* Review and analyzes account balances and reports on receivables. Devise, modify, and compile accounting information and reconciliations.
* Function as a resource person on collections function. Represent the institution at court proceedings for uncollectable accounts. Function as liaison with internal and external auditors.
* Investigate and resolve difficult or highly sensitive collections or receivables problems. Interact with debtors; explain and interpret regulations and procedures; determine exceptions to payment policy or procedures; and authorize refunds.
* Ensure confidentiality and security of transactions and receivables.
* Determine work priorities, plans, schedules, assigns and reviews work. Train and evaluate assigned personnel
* Performs other duties as assigned.

**Minimum Qualifications**

Education: Bachelors in Accounting, Business Administration, Business, Finance, or related field

Experience: Three (3) years of accounting and collections experience in student accounting including experience student loans and collections.

Supervisory: One (1) year of direct supervisory or responsible for training, work coordination, and monitoring of work of others.

Licensure/Certification:

Other: May consider a combination of directly related experience and education.

**Knowledge, Skills, and Abilities**

*Managers may provide prefered knowledge, skills, and abilities as necessary.*

Job Code: E1256D

SOC Code: 132010 IPEDS: Business

EEO6 Code: Professional State Code: 9359007

USM eCode: E40120 AAP Code: 3B