JOB DESCRIPTION

Collection Officer

Definition of Class
This is a professional position in which the incumbent assists in the receipt, custody, disbursement, and collection of accounts.

Examples of Work Performed
Manages the collection of charges made to accounts receivable by students and other individuals and organizations.

Manages the disbursement and collection of student financial aid funds, including scholarship, loans and grants as applicable.

Follows up on delinquent accounts and hires collection agencies, if necessary.

Supervises and reviews accounts receivable and loans personnel; assists in the supervision of cashiers.

Authorizes the collection agencies to file suite in court and represents the university as a witness in court.

Trains and supervises staff on computer.

Verifies compliance with federal regulations as it relates to disbursement and collection of student loans.

Communicates with university departments, parents, students, and attorneys regarding amounts billed on a daily basis.

Authorizes refunds on overpaid accounts.

Writes promissory notes and contracts to be signed by students and collection agencies.

Authorizes all journal entries as it relates to loans and accounts receivable.

Creates and authorizes all repayment agreements.

Resolves problems and answers questions pertaining to all accounts; creates and reviews correspondence explaining charges, adjustments, and account balances.

Prepares financial statements and schedules as required to ensure compliance with established departmental practices, and keeps employees abreast of recent changes.

Plans and schedules work for assigned staff members ensuring proper distribution of assignments and adequate staffing, spaces, and facilities for performance of duties.

Recommends various personnel actions including, but not limited to, hiring, merit recommendations, promotions, transfers, and vacation schedules.

Authorizes referral of accounts to collection agency.

Performs related or similar duties as required or assigned.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.
1. Assists in the receipt, custody, disbursement, and collection of accounts.

2. Writes promissory notes, and authorizes refunds.

3. Creates and reviews correspondence explaining charges, resolving problems, and answering questions.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.
- **Vision:** Requirements of this job include close vision.
- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.
- **Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to use hands to finger, handle, or feel objects, tools, or controls. The incumbent is periodically required to walk; sit; and reach with hands and arms. The incumbent is occasionally required to stand; and stoop, kneel, crouch, or crawl.

**Experience/Educational Requirements:**

- **Education:**
  A Bachelor’s Degree in accounting or related field from an accredited four-year college or university.

  AND

- **Experience:**
  One (1) year of experience related to the above described duties.

**Substitution Statement:**

Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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