Collection Assistant

Definition of Class
This is a non-supervisory position in which the incumbent is responsible for providing technical guidance to assigned personnel. The incumbent in this job class performs complex clerical duties in the Office of the Bursar involved in keeping student accounts updated on the computer; arranging and monitoring payment plans; and monitoring collection agency accounts. The incumbent in this position reports to a Senior Collection Assistant in the Bursar’s Office.

Examples of Work Performed
Performs complex clerical duties in the Office of the Bursar involved in keeping student accounts updated on the computer and processing all types of deferments and cancellations.

Monitors accounts to identify past-due accounts.

Provides student loan verification to various agencies for mortgage applications and consolidations.

Maintains interface with students on loan balances, payoffs, and exit interviews.

Distributes checks as assigned.

Resolves problems and answers questions pertaining to student accounts; composes and generates correspondence explaining charges, accruals, adjustments, and account balances; arranges and monitors payment plans; and prepares General Ledger entries.

Performs similar or related duties as assigned or required.

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. Performs complex clerical duties involved in keeping student accounts updated.

2. Monitors accounts to determine past-due accounts.

3. Arranges and monitors payment plans.

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 10 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 sit; and talk and hear. The incumbent is occasionally required to stand; walk; climb; lift or carry; reach with hands and arms; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:
Graduation from a standard four-year high school or equivalent (GED).

AND

Experience:
Two (2) years of experience related to the above described duties.

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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