Definition of Class
Incumbent in this position coordinates and participates in the clerical procedures of the Bursar’s Office associated with the collection of accounts receivable and/or student loans. Incumbent also assists in planning and scheduling work for assigned employees performing similar tasks.

Examples of Work Performed
Performs complex clerical procedures involved in the deferment, cancellation, and collection of student loans and accounts receivable as applicable; monitors the collection process to ensure that reminders, statements, and warnings are mailed at the proper time.

Communicates with student loan borrowers and those persons with accounts receivable to explain account balances, federal regulations, and institutional policies and procedures.

Processes student loan cancellation and deferment forms ensuring adherence to federal regulations and institutional policies and procedures.

Coordinates and participates in the coding and maintenance of records related to accounts receivable and student loans; ensures that borrowers and accounts receivable are billed at the appropriate times.

Monitors past due accounts and notes receivable to ensure that proper due diligence and other collection procedures are followed in the efficient collection of such accounts.

Prepares reports of past-due accounts identifying those for which collection efforts have been unsuccessful; recommends those accounts to be written-off; and distributes the total amount to departmental account involved.

Coordinates the assignment of accounts to collection agencies and monitors collection agency accounts; reassigns accounts if collection agency in unable to collect funds owed.

Processes legal suit papers and bankruptcy forms.

Assists in the assimilation of data and in the preparation of special and recurring reports concerning loans and accounts receivable.

Assists in planning and scheduling work for assigned employees performing similar tasks.

Provides student loan verification to various agencies for mortgage applications and consolidations.
Maintains interface with students on loan balances, payoffs, and exit interviews.

Trains and offers guidance to assigned personnel.

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. Coordinates and participates with the collection of accounts receivable and/or student loans.
2. Follows up on all payment agreements to ensure borrower is complying with agreements.
3. Prepares and maintains contracts for student loans.
4. Coordinates the assignment of accounts to collection agencies and monitors those accounts.
5. Performs complex clerical duties involved in the deferment, cancellation, and collection of student loans and accounts receivable as applicable; mails reminders, statements, and warnings in regards to status of loans and accounts receivables.

**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; stand; and walk. The incumbent is periodically required to talk and hear. The incumbent is occasionally required to lift or carry; climb; and stoop, kneel, crouch or bend.

**Experience/Educational Requirements:**

- **Education:**
  Two years of course study from an accredited college or university 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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