

**MORGAN STATE UNIVERSITY
JOB SPECIFICATION**



COLLECTIONS SPECIALIST

Class Code: N1138
Pay Range: 11

FLSA Code: N/E (Non-Exempt)
Job family/series: FIN

JOB SUMMARY

Under general supervision, performs tasks related to the collection and final resolution of receivables such as student receivables, loan receivables, and centralized campus receivables.

PRIMARY DUTIES

1. Contacts debtors and communicates need for payment and consequences of non-payment.
2. Discusses account information with responsible parties to effect collection of amounts due to the institution; makes decisions regarding requests for deviations from the expected payment terms.
3. Analyzes accounts to determine accuracy; initiates adjustments to penalty charges when warranted; contacts appropriate department, agency or institution to verify validity of questionable transactions.
4. Provides financial information regarding payment responsibilities and options for payment on accounts. Interprets rules and regulations on loan programs. Investigates and/or processes deferments, cancellations, and defaults.
5. Responds to incoming correspondence.
6. Keys information into the accounts receivable system and is responsible for maintaining audit trails.

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7. Gathers information and prepares documentation to refer accounts to the collection agency. Researches addresses and telephone numbers using available collection tools and resources.
8. Represents institution as an expert witness to secure judgments on behalf of the institution.

Note:

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

Education: High School Diploma or GED.

Experience: Four years related experience in customer service or financial operations preferably in a higher education environment.

Required Knowledge/Skills/Abilities

General knowledge of collections techniques and the laws pertaining and procedures. Skill in performing arithmetic calculations. Skill in the use of computers and other office equipment. General knowledge of and ability to use word processing, database, and spreadsheet software. Ability to communicate effectively both orally and in writing. Ability to plan, organize, and prioritize assignments. Ability to gather and summarize information using a variety of sources. Ability to handle confidential matters. Ability to establish and maintain effective working relationships.

Other:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.