

MORGAN STATE UNIVERSITY

JOB SPECIFICATION



COLLECTIONS SUPERVISOR

Class Code: N1011
Pay Range: 11

FLSA Code: N/E (Non-Exempt)

JOB SUMMARY

Under general supervision, coordinates and supervises income, billing and collections activities of a unit responsible for the collection and final resolution of receivables due to the institution. Supervises and trains collections specialists or other support personnel involved in debt collection and processing receivables such as student receivables, loan receivables, and centralized campus receivables.

PRIMARY DUTIES

1. Determines work priorities, plans, schedules, assigns and reviews work. Trains and evaluates assigned personnel.
2. Investigates and resolves difficult or highly sensitive collections or receivables problems. Interacts with debtors; explains and interprets regulations and procedures; determines exceptions to payment policy or procedures; and authorizes refunds.
3. Functions as a resource person on collections function. Represents the institution at court proceedings for uncollectible accounts. Functions as liaison with internal and external auditors.
4. Reviews, formulates, and recommends policies and operational procedures for areas of responsibility.
5. Ensures confidentiality and security of transactions and receivables.
6. Reviews and analyzes account balances and reports on receivables. Devises, modifies, and compiles accounting information.
7. Performs duties of Collections Specialist.

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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: Six years progressively responsible experience in collections or related accounting clerical work to include at least one year in a supervisory capacity.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Thorough knowledge of and skill in applying collections principles and practices. General knowledge of bookkeeping or accounting principles and practices. Skill in planning and organizing work involving numerous diverse demands; in interpreting financial and administrative reports; in making effective presentations; in the use of automated office equipment and computer software to facilitate collections operations. Ability to communicate effectively both orally and in writing; to supervise and train assigned personnel in collections operations and procedures; to establish and maintain effective working relationships; to operate personal computers and related software.

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.