**Georgia State University**

**Job Specification**

**Job Title:** Assistant Manager, Collections

**BCAT Code:** 09GD01  
**Pay Grade:** G15  
**Effective Date:** April 1, 2007  
**FLSA Status:** Exempt  
**Revision Date:** July 1, 2013

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**General Description**

Oversees the collection of outstanding funds/accounts directly from clients, or from other equivalent entities, on behalf of a unit/department in accordance with established guidelines. May supervise the operations of a number of collection specialist(s), their equivalents, or staff.

**Examples of Duties**

- Provides guidance on collections guidelines to staff and subordinates.
- Audits collections accounts in dispute or prior to collection efforts.
- Provides routine and complex collections reports.
- Manages the collections procedures within established guidelines.
- Serves as liaison between the unit/department and the client/customer.
- Oversees the provision of important information to the clients and members of the unit/department.
- Maintains confidential information on clients/customers. Protects information from abuse, fraud, and negligence.
- Oversees that verbal, written or financial transactions between clients/customer and unit/department are accurately recorded in an applicable medium or information system.
- Performs other related duties as assigned.

**Knowledge, Skills, and Abilities**

- Knowledge of the Fair Debt Collections Practices Act (FDCPA).
- Knowledge of basic computer operation and software, such as spreadsheets, databases, and word processors.
- Effective time management, customer service, and organizational skills.
- Effective oral and verbal communication skills with external and internal customers.
- Ability to multi-task, pay attention to detail, train and supervise staff.

**Minimum GSU Hiring Standards**

Bachelor’s degree and two years of related experience; or a combination of education and related experience.

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*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*