General Description
Collects money owed to the University.

Examples of Duties
- Locates and contacts individuals and organizations that owe the University money.
- Establishes plans for the payment of debts.
- Maintains records of collection activities.
- Advises management on the appropriate follow-up actions.
- Monitors delinquent accounts and takes appropriate steps to collect payments.
- Documents the attempts made in collecting debts.
- Processes account information in accordance with the laws and University policies.
- Advises students of their rights and responsibilities pertaining to student loan programs.
- Assists management in developing policies to minimize the default rate on student loans.
- Selects and prepares delinquent accounts for placement at collection agencies.
- Performs general customer service duties, such as cashiering, etc.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of computer equipment and software.
- Knowledge of federal, state and local laws pertaining to debt collection.
- Knowledge of federal laws relating to student loan programs.
- Knowledge of bankruptcy laws.
- Knowledge of governmental fund accounting.
- Effective communication skills.

Minimum GSU Hiring Standards
Bachelor’s degree and one year of related experience.