Georgia State University

Job Title: Student Accounts Specialist, Senior

BCAT Code: 09TU01
Pay Grade: G13 FLSA Status: Non-Exempt
Effective Date: April 1, 2007
Revision Date: July 1, 2013

General Description
Collects money owed to the University using telephone and mail collection techniques to meet the monthly collections objectives set by Student Accounts management.

Examples of Duties
- Designs and generates monthly reports of the collection account status.
- Maintains records of the collection activities using, spreadsheets and aging reports.
- Advises management on the appropriate follow-up steps on debts owed to the University.
- Contacts people who owe the University money and motivates them to pay.
- Responds to inquiries.
- Meets with former students to explain the importance of resolving past due balances.
- Designs and generates regular reports of the account collections activity on accounts due.
- Places delinquent accounts with collections agencies.
- Maintains ongoing communications with collections agencies, such as the status of accounts, and payment information.
- Conducts loan exit interviews as required by funding source regulations.
- Audits loan counseling documents to insure the accuracy of University records.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of the Fair Debt Collections Practices Act.
- Knowledge of Title IV due diligence regulations.
- Knowledge of word processing, spreadsheets, and databases.
- Ability to communicate effectively both verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and two years of customer service experience; or a combination of education and related experience. Knowledge of Fair Debt Collections Practices Act and Title IV due diligence regulations required.

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.