

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: LOAN DEFAULT MANAGEMENT SPECIALIST- FINANCIAL AID

PAY GRADE: C-7

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY: The position oversees all aspects of financial literacy, delinquency management, borrower outreach campaigns, and office wide training on default policies and practices. Work with internal and external staff representation in a collaborative effort to address default prevention/management on a broad level,

At the College of Central Florida, our vision is "To be the first choice for quality higher education in our community." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: Associate Degree required and at least one year work experience preferably in an area related to higher education, student personnel services or finances. Bachelor's (BA/BS) degree from an accredited institution of higher learning preferred.
2. Years of experience in field: One year of experience is required in budgeting, debt management counseling, or higher education with experience in student loan default management preferred. Two years of experience preferred. Mentoring/training experience and knowledge of federal regulations as they pertain to student loan borrowing, cohort default rate management, and student loan repayment options a plus. Excellent organizational management and problem solving skills; Excellent interpersonal, verbal and written.
3. Special skills or abilities related to position: Written and oral communication skills; Demonstrated experience with the National Student Loan Data System and its associated reporting features; Demonstrated experience with computerized office systems including but not limited to: Microsoft Office applications such as Word, Excel and PowerPoint; Demonstrated ability to multi-task and prioritize concurrent deadlines with accuracy and attention to detail; Demonstrated ability to self-direct, innovate, and assess operations in an effort to develop practical solutions with a strong commitment to customer service. Functional experience with Jenzabar preferred. Must not be in default or have ever defaulted on a federal student loan.

Revised 03/16/15

Revised 09/11/14

New 08/12/14

ESSENTIAL JOB FUNCTIONS:

1. Assist with design and implementation of best practices for the management of student loan borrowing, default, and delinquency.
2. Regularly conduct analysis of data sets and provide trend reports and insight/recommendations for the improvement of borrower repayment behavior to management.
3. Manage the college's relationship with loan servicers contracted by the U.S. Department of Education. Request/retrieve reports from NSLDS to facilitate effective management of student cohort groups and repayment data.
4. Counsel student loan borrowers on available repayment, deferment, and forbearance options and assist past due borrowers in making contact with loan servicers.
5. Develop and facilitate a financial literacy program to include educational programs, outreach to current and prospective students and conduct presentations to various sized groups on financial literacy topics.
6. Coordinate, oversee, and participate in student loan borrower outreach campaigns via phone, email, direct mail, web, and other communication methods. Maintain appropriate documentation, logs, and communication records.
7. Maintain current knowledge of federal Title IV regulations, state rules and institutional policies pertaining to financial aid and develop and present strategic training to internal and external staff members on default prevention, financial literacy, and delinquency management.
8. Facilitate interdepartmental communication and combined efforts in order to achieve reduction of loan cohort default rate, and improve financial literacy goals.
9. Perform other job-related duties as assigned
10. Will be required to work flexible schedule – late afternoons or evenings, or on weekends.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time

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PHYSICAL DEMANDS:

- Ability to access, input, and retrieve information from a computer or other electronic device
- Routinely requires Moderate (up to 40 pounds) lifting and carrying
- Routinely requires Walking, Standing, Sitting, Kneeling, Stooping, Reaching up, Twisting and Bending.

ENVIRONMENTAL CONDITIONS

- Works in an office environment
- Works in telephone switch room

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Building # 5- Ocala Campus

SUPERVISOR OF POSITION: Director-Financial Aid