The University of Texas at San Antonio

Job Description

Job Title: Lead Collections Specialist

Code: 11969

Salary Grade: 58

FLSA Status: Non-Exempt

Department/Division: Fiscal Services/Financial Affairs

Reports To: Associate Bursar

Summary

- <u>Function</u>: To provide advanced skills in the collection and monitoring of funds for delinquent accounts and acts as back-up to the Associate Bursar in Daily Cash Positioning.

- <u>Scope</u>:   Responsible for monitoring collection activities of Collection Specialists, tracking account collections and contacting individuals and arranging for payment of delinquent accounts. Manages and reviews all daily cash transfers.

Duties

- Typical:
    1. Researches accounts. Contacts individuals and their representatives to discuss account status.
    2. Maintains and manages collection activity through agencies and UTSA representatives. Ensures departmental activities comply with applicable policies and regulations.
    3. Monitors daily duties of Collection Specialists and ensures consistent customer service. Provides guidance and coaching.
    4. Reviews collection reports and prepares executive summaries.
    5. Coordinates with collection agencies to transfer or submit accounts. Documents account status.
    6. Determines payment dates, amounts and schedules. Monitors payment plans to ensure proper collections.
    7. Answers questions regarding delinquent accounts in person and by telephone.
    8. Maintains contact records, payment agreements, and collection files.
    9. Skip traces returned mail to determine location of individuals.
    10. Processes and records bankruptcy accounts.
    11. Back-up to the Associate Bursar in Daily Cash Positioning of all cash transfers for the University.

12. Conducts daily forecasting of Cash Management.
13. Oversees payments and data entry for individual and event contributions for SECC.
14. Performs other duties as assigned.

- Periodic:
    1. Submits accounts to General Counsel for litigation.
    2. Submits and updates comptroller holds.
    3. Manages, reviews and updates the monthly Cash Audit Report.
    4. Conducts monthly reconciliation of loan accounts.
    5. Reconciles the Petty Cash fund spreadsheet. Approves new requests for Petty Cash funds and recommends adjustments as needed.
    6. Assists with periodic reviews of departmental petty cash funds to ensure compliance with policies.

Education

Required	Preferred
Bachelor's degree from an accredited institution.	N/A

Other Requirements

Required	Preferred
Criminal Background Check (CBC).	N/A

Experience

Required	Preferred
Four years of experience handling collection accounts and credit reporting.	Experience working in collections for a College or University.
Four years of experience processing loan applications and/or working with loan funds.	Experience working with National Student Loan Data Systems.
One year of experience working in cash management or accounting.	Experience working with BANNER or other similar student information system(s).
	Experience working with Perkins and/or other Federal Student loan funds.

Equipment

Required	Preferred
Personal computer and standard office equipment.	N/A

Working Conditions

Usual	Special
Normal office environment.	May occasionally work overtime.

Supervision

Received	Given
Direct supervision from Associate Bursar.	Indirect supervision of Collections Specialists and direct supervision of work –study.

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.