

# The University of Texas at San Antonio

## Job Description

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Job Title: Collections Specialist I  
Code: 11970  
Salary Grade: 55  
FLSA Status: Non-Exempt  
Department/Division: Fiscal Services/Financial Affairs  
Reports To: Financial Services Officer

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## Summary

- Function: To provide skills in the collection of funds for delinquent accounts.
- Scope: Responsible for contacting individuals and arranging for payment of delinquent accounts.

## Duties

- Typical:
  1. Researches accounts; contacts individuals and their representatives by telephone and/or mail to discuss account status.
  2. Determines payment dates, amounts and schedules; monitors payment plans to ensure proper collections.
  3. Transfers accounts to collection agencies; documents account status.
  4. Answers questions regarding delinquent accounts in person and by telephone.
  5. Maintains contact records, payment agreements, and collection files.
  6. Researches returned mail to determine location of individuals.
  7. Performs other duties as assigned.
- Periodic:
  1. Submits accounts to attorneys for litigation.

## Education

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

## Other Requirements

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

***Experience***

<b>Required</b>	<b>Preferred</b>
Two years of experience handling collection accounts and credit reporting.	Four years of experience handling collection accounts and credit reporting.
	Collections experience at a college or university.
	Experience working with BANNER or other similar student information system(s).

***Equipment***

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

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal office environment.	May occasionally work overtime.

***Supervision***

<b>Received</b>	<b>Given</b>
Direct supervision from Fiscal Services Officer.	May supervise student workers or support staff.

***Accuracy***

Proficiency in all phases of the duties performed.
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***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.
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***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.
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