



Finance Job Function

Loan Collector II

Grade 52

Summary

Responsible for collection of more complex delinquent accounts. Contacts debtors and necessary officials to reconcile outstanding balances, initiates legal action when appropriate, and assists in coordination of collection of systems and procedures.

Typical Duties

1. Corresponds with debtors to negotiate and monitor payment plans.
2. Records and revises account histories, processes payments, and reevaluates payment plans.
3. Responsible for prioritizing and entering overdue accounts into the collection process in a timely manner.
4. Analyzes and investigates account history to resolve questionable charges and explains balances to concerned parties.
5. Coordinates collection efforts with other University departments in order to respond to individual needs and to collect outstanding balances more efficiently and recommends system and procedural changes in collections efforts.
6. Serves as a source of information to the University community and departments.
7. Assists in training new collections staff, may assist in supervising and distributing work during peak periods.
8. May initiate legal proceedings on delinquent accounts and serve as the primary liaison regarding accounts in suit.
9. May compile and evaluate monthly statistics concerning the number of accounts in collection, the amounts collected, and the amounts that remain to be collected and coordinates and compiles monthly departmental summaries for review by management.
10. Performs related job duties as required.

Typical Requirements

Education: High school graduate or equivalent. Associate's degree (or equivalent) in finance preferred.

Skills and Experience: Two to three years of experience, preferably in a collection environment. Good oral/written communication skills.

Note: This is a model job description reflecting a sample of typical duties. It is intended to suggest a general level of skill and complexity and as such is not a substitute for the local, specific descriptions for individual jobs.

Other [HUCTW generic job descriptions](#) can be found in HARVie's Union Contracts section.