



JOB INFORMATION

Job Code:	113111
Job Title:	Collector II
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Billing/Collections
Job Family Group:	Accounting, Finance and Banking
Management Level:	7 Individual Contributor

JOB SUMMARY

Collects delinquent student debts such as student loans, tuition and fees. Assists in reducing the University's delinquent receivables and losses. Assists students with resolution of financial problems. Performs specialized review, research and problem solving in support of student collection function.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Previous collection or accounts receivable experience in an educational institution, collection agency, financial institution or credit card agency.
X		Ability to communicate orally and in writing with customers.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Contacts student debtors with delinquent accounts by telephone or in writing and records the results.				
Counsels walk-in student debtors regarding payment of debt and lifting holds on accounts. Negotiates special payment plans or renegotiates existing payment plans when warranted. Monitors accounts to ensure compliance with agreed upon payment schedules.				
Responds to incoming inquiries or requests by telephone or standard or electronic mail from students or other authorized parties regarding student account information.				
Initiates skip tracing efforts on debtors through credit reporting agencies, other university departments, search sites on the internet or through proprietary software.				
Conducts detailed research to investigate origin of debts and account discrepancies. Retrieves dated files, researches records of prior information systems and utilizes knowledge of past procedures to recreate account histories. Assists other collectors with research and reconciliation efforts.				
Recommends uncollectable accounts to supervisor for review and assignment to outside collection agencies. Maintains copies of required documentation and updates system.				
Contacts other university departments to obtain or provide pertinent information and to adjust accounts or have other action taken.				
Waives late fees and finance charges if justified based on investigation and analysis. Ensures waivers are in compliance with predetermined departmental guidelines.				
Ensures file documentation is proper and in compliance with internal and external regulations. Reviews documentation and reconciles to data in automated systems prior to disbursement. Inputs updates and corrections to systems, e.g. changes in demographic information.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.