UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Manager, Student Loans & Accounts Receivables

DIVISION: Administration

REPORTS TO: Associate Controller

GRADE: 12

SUPERVISES: Loan office and accounts receivable support staff

BASIC FUNCTION:

Responsible for the management of all aspects of loan office operations including loan transaction accounting (loan notes, deferments, cancellations, payments, etc.), collection and counseling functions associated with delinquent accounts, and compliance with fiscal and reporting requirements associated with Federal aid programs. Manage miscellaneous accounts receivable including transaction accounting, billing, aging, and collections.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Develop and implement policies and procedures relating to the various aspects of the Student Loan Office operations and miscellaneous accounts receivable, ensuring that such policies and procedures adhere to the enforcement of various federal fiscal laws and policies that govern the collection of the National Defense, National Direct, Nursing, NIH Health Professions, Jack Family Institutional Loans, and URI Short-term Loan programs, and include acceptable default rates for all loan programs, along with the collection.

Manage the University’s miscellaneous account receivable process including billing, posting payments, deposits, collections maintenance, troubleshooting and reconciliation.

Manage Loan Office and Accounts Receivable systems development and enhancements, including internal as well as external systems and interfaces. Manage the periodic billing processes involving all loan accounts, including the coordination of deferments and cancellations, as provided by Federal regulations, for the NDSL, Perkins, Nursing and Health Professions Program.

Manage and conduct delinquent account collection activities relating to student loans as well as student tuition and miscellaneous accounts receivable. This includes making direct contact with debtors concerning repayment obligations and alternatives, as well as tracking multiple collection efforts.

Recommend delinquent accounts to the Controller for referral for legal action.

Supervise skip-tracing functions.
In fulfillment of federal program regulations, conduct exit interviews upon each borrower's departure from the University. Counsel and advise students (and parents) concerning loan entitlement provisions and obligations.

Provide physical maintenance and security for promissory notes and loan documentation consistent with federal regulations.

Manage preparation of required federal and University operational reports including collection, default and delinquency data.

Review and monitor student financial feeds from the PeopleSoft Student Module to the PeopleSoft Financials Module to include: editing, correcting, and posting of student financial journals on a daily basis. Research journal line errors, and if necessary, contact departments to obtain the correct information relating to their deposits.

Serve as back-up for Manager of Accounting in carrying out the cashiering function within PeopleSoft Student Financials for the posting of departmental receipts, and which includes the opening, balancing and closing of registers, along with posting daily departmental receipts to the financial module.

Under regulation Z of the Health Care and Education Affordability Reconciliation Act of 2010, and with regard to the University’s CBSL programs, be responsible for implementation, including the creation and design of all forms (i.e., application and disclosure), adhering to all federal regulations, and for maintaining and updating all documentation throughout the new three-step process (i.e., Application Solicitation, Loan Approval, and Final Disclosure Statement), once all forms and promissory notes are completed by students.

Under E-Sign system, coordinate with University Computing, Enrollment Services, and ACS (third party loan servicer) to execute the E-Sign process. Ensure that all students understand all federal regulations, have signed the promissory notes, and have completed entrance and exit interviews.

Develop the new Federal Off-Campus Work Study Program, including the invoicing for all off-campus employers.

OTHER DUTIES AND RESPONSIBILITIES:

Act as department liaison with various URI departments, students, customers, collection agencies and credit bureaus on issues relating to outstanding student loan and miscellaneous University receivables.

Provide staff supervision, training and guidance concerning the following: changes in Federal law/policies regarding the collection of campus-based student loans, multiple systems utilization, operation and information.

Advise Controller concerning Federal loan program regulations, and the ramifications to the University.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers and word processing, database management and spreadsheet software.
ENVIRONMENTAL CONDITIONS:

The incumbent is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor’s degree in accounting, finance, business administration or other business-related field; minimum of three years of professional accounting experience, preferably in an accounts receivable or loan management office in a government or higher education environment; supervisory experience; demonstrated computer knowledge and experience, including competency in Windows, Excel and Word; demonstrated knowledge of and experience with complex financial software systems; ability to communicate effectively verbally and in writing; ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate the interpretation to others; excellent interpersonal skills and demonstrated ability to be a team player; ability to prepare and deliver oral presentations to various University groups, including ability to speak effectively before faculty and administrative staff on assigned work and related subjects.

PREFERRED: Experience with PeopleSoft, Oracle, or other ERP systems.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.