

Job Code:..... 100669  
Position#: (PSA)..... (E)  
Developed by: TEP; SB,CM  
Reviewed by:.....RRO; SG  
Approved by:.....RHL; LK  
Date:...09/07;5/11;12/16

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Manager, Student Loans & Accounts Receivable  
**DIVISION:** Administration and Finance (Controller's Office)  
**REPORTS TO:** Associate Controller  
**GRADE:** 12  
**SUPERVISES:** Loan office support staff

**BASIC FUNCTION:**

Responsible for the management of all aspects of student 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.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Develop and implement policies and procedures relating to the various aspects of the Student Loan Office operations, ensuring that such policies and procedures adhere to the enforcement of various federal fiscal laws and policies that govern the collection of the Federal Perkins, Nursing, 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 Loan Office 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. Make 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 and to assign to collection agencies.

Supervise skip-tracing functions.

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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.

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 adhering to all federal regulations, and for maintaining and updating all documentation throughout the 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 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.

**OTHER DUTIES AND RESPONSIBILITIES:**

Act as department liaison with students, collection agencies and credit bureaus on issues relating to outstanding student loan.

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. Microsoft Office Suite.

**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; Demonstrated supervisory experience; Demonstrated experience with the Microsoft Office Suite (Word, Excel, and PowerPoint); Demonstrated experience with complex financial software systems; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate the interpretation to others; Demonstrated ability to work as part of a team; Demonstrated ability to prepare and deliver presentations; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Minimum of three years of professional accounting experience in an accounts receivable or loan management office in a government or higher education environment; Demonstrated experience with PeopleSoft, Oracle, or other ERP systems; Demonstrated knowledge of Federal Guidelines relating to Federal Perkins Loan Program (Repayment Plans, Forbearance, Deferment, Discharge, and Cancellation); Demonstrated experience with US Department of Health and Human Services guidelines relating to Health Profession and Nursing Loans; and, Demonstrated knowledge of Fair Debt Collection Practices Act (FDCPA).

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