
Auburn University Job Description

Job Title: **Mgr, Student Loans**

Job Family: No Family

Job Code: **KB05**

Grade 34: \$45,100 - \$75,100

FLSA status: Exempt

Job Summary

Manages the campus-based student loans department.

Essential Functions

1. Maintains records and prepares reports related to student loans.
2. Maintains and updates student loan system to include assisting with system updates and troubleshooting.
3. Conducts 'exit interviews' with all graduating or withdrawing loan borrowers to advise each of the repayment schedule, applicable deferments, cancellations, and forbearance options along with penalties for non-payment.
4. Maintains and balances accounting entries for the University Finance Record Systems and the Loan Management System and creates new loan funds as needed.
5. Reviews and resolves issues concerning student loans to include (but not limited to) collection agency referrals of delinquent student loans, credit bureau reporting issues, releases of credit info for borrower loan consolidations, and bankruptcy notices.
6. Provides information to borrowers in order to resolve problems and respond to borrower inquiries.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Business, Management, Finance, Accounting, or related field
Experience (yrs.)	5	Experience in coordinating and/or providing loan services and accounting

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of accounting principles and practices, and federal regulations concerning direct lending and loan policy.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/5/2012
