

**HOWARD UNIVERSITY
Position Description**

POSITION TITLE: Collection Specialist **SALARY GRADE:** HU-08
DATE REVISED: December 1, 2014 **EEO CODE:** 05
JOB CODE: 2536 **FLSA STATUS:** Non-Exempt
BARGAINING UNIT: N/A

CORE COMPETENCIES: Ability to maintain a working knowledge of University policies and procedures and federal regulations governing the collection of receivables for campus based student loan programs.

Analytical and problem solving skills necessary to conduct special studies, summarize results and prepare concise reports to include well supported recommendations.

Ability to provide effective debt counseling to students.

Proficient in the utilization of PC based software to include spreadsheets and word processing.

Excellent interpersonal and communication skills with competence in both oral and written English.

Establishes and maintains harmonious working relations with students, staff, faculty, University officials and the general public.

MINIMUM REQUIREMENTS: High School diploma or GED and 1-3 years of general work experience. AA/AS may be substituted for 4 years of required work experience. BA/BS may be substituted for up to 4 years work experience.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____ **DATE:** _____
Department Manager/Supervisor

CERTIFIED BY: _____ **DATE:** _____
Department of Compensation & Performance Management