



## Student Loan Account Manager I (Dept. of ED)

**Salary Details:** Paid hourly (Account Managers working on this contract fall under the Federal Government Service Contract Act (SCA) and will be entitled to receive an appropriate hourly wage determination rate of \$14.01 at a minimum); Unlimited bonus potential; prorated goals for new hires

**Job Type:** Full-time and Prime time; experience required

**Benefits:** Medical, Dental, and Vision on the first of the following month after 60 days of employment, Short term disability benefits on the first of the following month after 60 days of employment, 401K with company match

**Vacation/Personal Time/Paid Holidays:** After 1 year of employment - Ten vacation days/Three personal Days; At time of hire - Ten Paid Holidays per year (New Year's Day, MLK Jr Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day)

**Availability:** Between 8am – 9pm; Monday through Friday; Saturday (8am – Noon)

Multiple schedules available: 2 nights until 9pm, 1 Sat per month; (4) 10 hour days (10a-9p) with no Sat. Schedules can be adjusted based on personal needs with appropriate documentation.

**Company Perks:** Employee Discount with a top 5 automaker, discount on apparel for active wear retailer, 8% discount for Verizon Wireless customers, Onsite "Bistro To Go" vending and fresh foods available, contests and community involvement initiatives.

### Job Description:

Responsible for reaching out to delinquent Borrowers to rehabilitate Federally funded student loans that have defaulted. In this position you will learn advanced knowledge of policies, procedures, operating systems and repayment options for borrowers and how to apply this knowledge when communicating with delinquent borrowers.

### Job Responsibilities:

- Obtain information from Borrowers in order to determine current financial situation and determine solutions.
- Provide solutions to Borrowers to enable them to resolve their obligation administratively or voluntarily.
- Gather proper documentation from Borrowers and maintain appropriate follow-up
- Meet daily, weekly and monthly goals as set by management
- Daily Productivity — all Account Managers will meet or exceed predetermined daily call production standards in a call center environment.
- Monthly Recoveries — must achieve monthly targeted performance objectives for resolutions.
- Route Maintenance — proper management & updating of system to maximize contacts.
- Skip-Tracing — to assist in locating & contacting borrowers.
- Adherence to company's Code of Conduct and Compliance Program.

### Job Requirements:

- Team player with strong written and verbal communication skills
- Willingness to obtain a background check.
- Ability to obtain and maintain Government Security Clearance
- Successfully complete and pass the FDCPA test

- *Great attitude with the ability to be assertive and strong analytical skills for decision-making*
- *Proficient in basic computer and keyboarding skills*
- *Ability to work in a fast-paced environment; effectively sharing ideas, skills and knowledge*
- *Detail-oriented with strong organizational skills*
- *Bilingual a plus, but not required*

**Education:** *High School Diploma/GED required. Associates or Bachelor's degree preferred*

*Must be able to pass a criminal background check and drug screen*