

Classification and Qualification



STANDARDS

The California State University System

Collections Representative Series

Class Title	Class Code	Date Established	Date Revised	Occupation Index Reference
Collections Representative Trainee	1757	6-1-91	N/A	H-3
Collections Representative I	1758	6-1-91	N/A	H-3
Collections Representative II	1759	6-1-91	N/A	H-3

SERIES DEFINITION:

Collections Representatives perform the research, investigation, analysis, financial advising, and follow-up work necessary for the collection of delinquent funds. Incumbents handle collection activities for state and federal student loan and grant programs, short-term emergency loan programs, past due university accounts, dishonored checks, or parking citations.

Positions are allocated to the levels in the series on the basis of the degree of complexity, difficulty, and variety of duties performed; amount of independence and discretionary decision-making authority delegated to the position; and the availability and nature of guidelines controlling decisions and actions. Incumbents may be assigned responsibility for providing training, guidance, and assistance to other employees and participating in the performance evaluation process.

Typical Duties of the Series:

(Note: Duties described in this classification standard are examples only; they are not necessarily descriptive of any one position. Individual positions may be assigned responsibility for other duties within the scope of this classification series.)

Collections Representatives typically explain federal, state, and university rules, regulations, and guidelines; respond to inquiries regarding account status and resolve discrepancies; set up repayment schedules; compute interest charges; process payments; inform billing service of changes and corrections and audit billing agency reports to verify that they have been made; reconcile and verify account balances; maintain records of activities performed on each account; locate lost borrowers utilizing skip-tracing techniques; release holds when accounts have been brought current; close accounts that have been paid in full; prepare accounts to be forwarded to outside agencies; process disability, death, and bankruptcy cancellation claims; prepare paperwork for small claims or bankruptcy action; and use personal computer and/or automated accounting system to enter account information.

DEFINITION OF CLASS LEVELS:

Collections Representative Trainee

The trainee participates in a campus training program to acquire the knowledge and abilities necessary to perform collections work. The duration of the training period is from three to eleven months, but does not exceed one year. Upon successful completion of the program, as determined by campus evaluation and classification review processes, the trainee advances to the Collections Representative I class. Incumbents do not earn permanent status at the trainee level.

Collections Representative I

This is the journey level in the series. Employees occupying positions of this class have the training and experience necessary to independently perform most of the duties of the series (as described in the "Typical Duties" section of this standard).

Collections Representatives at this level typically advise borrowers of state, federal, and university collection policies, procedures; contact borrowers to set up repayment agreements; compute interest; record payments; answer inquiries related to the status of accounts; use skip-tracing techniques to locate lost borrowers; analyze and resolve account discrepancies; close paid in full accounts; verify information submitted by the borrower; compose correspondence; and use personal computers and/or automated accounting systems to enter account data. Experienced incumbents may recommend that accounts be forwarded to collection agencies, referred to small claims courts, and/or assigned to the Department of Education.

Collections Representative II

This is the advanced level in the series. Work assignments at this level are substantially more difficult and of greater responsibility. The incumbent exercises considerable judgment and initiative in applying policies and procedures to complex and unusual problems.

The Collections Representative at this level performs some or all of the following duties: handle the more difficult cases; submit documentation for litigation and recommend a course of action; represent the university in court; prepare complex reports for state, federal, or other funding agency loan programs; research and draft correspondence for the supervisor's signature; review collections policies and procedures and make recommendations for revisions; evaluate collection agencies and make recommendations for use in primary and secondary collections; and decide which accounts should be forwarded to collection agencies, referred to small claims courts and/or assigned to the Department of Education.

DISTINGUISHING CHARACTERISTICS:

This series is distinguished from others by a focus on positions with primary responsibility for the collection of delinquent funds.

The Trainee class is a campus training program for those who do not meet the minimum qualifications of the Collections Representative I class. Trainees who successfully complete the program are advanced to the next level.

The journey level in the series is the Collections Representative I class. Employees of this class are required to have the training and experience necessary to independently perform most of the activities involved in the collection of overdue funds.

The Collections Representative II class is the advanced journey level in the series. Incumbents at this level handle the more difficult work assignments, work independently, and exercising considerable judgment and initiative in the resolution of complicated problems.

MINIMUM QUALIFICATIONS:

Collections Representative Trainee

Knowledge and Abilities:

General knowledge of financial record-keeping procedures and practices; interviewing techniques; and general office procedures and practices.

Ability to learn state, federal laws and regulations, and university policies and procedures pertinent to collection programs; keep records and write clear reports; establish and maintain cooperative working relationships; read and write at a level appropriate to the position; perform arithmetic computations; and use calculating machines, personal computers, and/or automated accounting systems.

Collections Representative I

Knowledge and Abilities:

Thorough knowledge of financial record-keeping procedures and practices; interviewing techniques; and general office procedures and practices.

General knowledge of state and federal laws and regulations and University policies and procedures pertinent to collection programs.

In addition to those at the Trainee level, ability to work independently; exercise considerable judgment; follow through on detail; apply policies and procedures to specific situations; speak and write effectively; keep records and write clear reports; and compose correspondence.

Experience:

Equivalent to two years of progressively responsible financial record-keeping experience, including one year in collections, lending, or a related area.

or

Successful completion of an approved CSU campus training program in collections.

or

A combination of education and experience which provides the required knowledge and abilities.

Collections Representative II

Knowledge and Abilities:

Comprehensive knowledge of financial record-keeping procedures and practices; interviewing techniques; and general office procedures and practices.

Thorough knowledge of state and federal laws and regulations and university policies and procedures related to collection programs.

In addition to those at the Collections Representative Trainee and I levels, ability to use judgment and initiative in applying policies and procedures to difficult and unusual situations; gather and analyze information; follow through on detail; and compile data for reports.

Experience:

Equivalent to three years of increasingly responsible financial record-keep experience, including two years in collections, lending or a related area.

or

A combination of education and experience which provides the required knowledge and abilities.

Collections Representative Trainee

Work Week Group: IN
Premium O/T: Yes
Shift Differential: No
Employee Category: Non-Academic

Collections Representative I

Work Week Group: IN
Premium O/T: Yes
Shift Differential: No
Employee Category: Non-Academic

Collections Representative II

Work Week Group: IN
Premium O/T: Yes
Shift Differential: No
Employee Category: Non-Academic