

# Classification and Qualification STANDARDS

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## Collections Representative Series

Class Title	Class Code	Date Revised	FLSA
<i>Collections Representative Trainee</i>	1757	06-01-2013	<i>Non-Exempt</i>
<i>Collections Representative I</i>	1758		<i>Non-Exempt</i>
<i>Collections Representative II</i>	1759		<i>Non-Exempt</i>

*Classification Standard Reformatted: 06-01-2013*

### OVERVIEW:

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.

The Collections Representative Series is distinguished from others by a focus on positions with primary responsibility for the collection of delinquent funds. The Trainee classification is a campus training program for those who do not meet the minimum qualifications of the Collections Representative I classification. Trainees who successfully complete the program are advanced to the next level. The journey level in the series is the Collections Representative I classification. Incumbents in this classification 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 classification is the advanced journey level in the series. Incumbents at this level handle the more difficult work assignments, work independently, and exercise considerable judgment and initiative in the resolution of complicated problems.

***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 twelve 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 classification. Incumbents do not earn permanent status at the trainee level.

***Collections Representative I*** - This is the journey level classification in the series. Employees in this classification have the training and experience necessary to independently perform most of the duties of the series (as described in the "Typical Activities" section of this standard).

***Collections Representative II*** - This is the advanced level in the series. Work assignments 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.

### TYPICAL ACTIVITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

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Collections Representatives typically perform duties that include some or all of the following: 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.

### **COLLECTIONS REPRESENTATIVE TRAINEE**

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

#### **MINIMUM QUALIFICATIONS:**

##### ***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 mathematical calculations; and use calculating machines, personal computers, and/or automated accounting systems.

### **COLLECTIONS REPRESENTATIVE I**

The Collections Representative I typically advises borrowers of state, federal, and university collection policies, procedures; contacts borrowers to set up repayment agreements; computes interest; records payments; answers inquiries related to the status of accounts; uses skip-tracing techniques to locate lost borrowers; analyzes and resolves account discrepancies; closes paid in full accounts; verifies information submitted by the borrower; composes correspondence; and uses 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.

#### **MINIMUM QUALIFICATIONS:**

##### ***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 the Trainee abilities, must be able 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** any combination of education and experience which provides the required knowledge and abilities.

### **COLLECTIONS REPRESENTATIVE II**

The Collections Representative II performs some or all of the following duties: handles the more difficult cases; submits documentation for litigation and recommends a course of action; represents the university in court; prepares complex reports for state, federal, or other funding agency loan programs; researches and drafts correspondence for the supervisor's signature; reviews collections policies and procedures and makes

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recommendations for revisions; evaluates collection agencies and makes recommendations for use in primary and secondary collections; and decides which accounts should be forwarded to collection agencies, referred to small claims courts, and/or assigned to the Department of Education.

**MINIMUM QUALIFICATIONS:**

***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 the Collections Representative I abilities, must be able 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 any combination of education and experience which provides the required knowledge and abilities.