



SHORTER COLLEGE JOB POSTING

Company: Shorter College

Job Title: Default Prevention Manager

Department: Enrollment Management

Status: Exempt

Start Date: Upon completion of Drug Test and Background Checks

Location: North Little Rock, AR

Salary Expectations: Commensurate with Experience and Education

Work Schedule: 40 hours a week

SUMMARY, ESSENTIAL DUTIES AND RESPONSIBILITIES: The Default Manager is responsible for providing counseling, information, and assistance to students in accordance with federal requirements and the school's default prevention program. This is a security sensitive position that must follow all Federal and State regulations and guidance.

A. Default Management - 70%.

- Responsible for providing counseling, information, and assistance to students in accordance with federal requirements and the school's default prevention program.
- Inform borrowers of their rights and responsibilities under the Direct Loan Program.
- Assist borrowers with options to lower or postpone student loan payments based on the borrower's individual need.
- Conduct exit interviews for students who graduate or withdraw.
- Assist with financial literacy class prior to student's completion of program.
- Coordinate post-graduation/withdraw activities to promote default prevention services.
- Manage letters and phone calls to borrowers in all stages of delinquency.
- Measurable outcomes expected: Annual Official Cohort Default Rate below 15% under the New Rule (3-year review).

B. Financial Aid - 20%.

- Assist students with financial aid and loan program applications, verifications, and related paperwork.
- Assist with the interpretation and implementation of state and federal financial aid policies and regulations.
- Monitor student academic progress.
- Utilize computer assisted financial aid record keeping.
- Provide information to prospective and enrolled students.
- Assist with financial aid presentations on campus, in the community, and at area high schools
- Assist with developing and/or updating all online financial aid forms and keeps up with state and federal form revisions.
- Review and input data from students' files for all awards.
- Monitor requirements for tuition waivers and maintain necessary documentation.
- Participate in local, regional, state, and federal organizations workshops to maintain current information on financial aid regulations per supervisor's request.
- Assist with the selection, training, supervision, and evaluation of student workers.
- Coordinate work activities with other student services personnel, specifically the Student Accounts Representative.
- Conduct entrance /exit interview sessions.
- Respond to inquiries sent through Financial Aid e-mail account.
- Serves as front-line person responding professionally and courteously to all inquiries from constituents, i.e. students, parents, lenders, faculty, administrative and support staff through personal and telephone communications.

- Attend and participate in meetings as required.
- Assist in placing or removing Financial Aid Holds on student accounts.
- Assist students with student financial counseling for financial literacy.
- Perform other duties as assigned.

C. Student Account Reconciliation - 5%.

- Plans, coordinates, and reviews student accounts for graduation each December and May.
- Aids in verifying charges (billing), payments, adjustments made to student accounts are accurate and posted in timely manner.
- Interprets entries to students' accounts and identifies balances by accessing CAMS and referencing related documents.
- Upon request may assist with calculating Return to Title IV (R2T4) based on student status changes and federal regulations, calculating any overpayments, loans to be refunded or balances to be collected.
- Assists students with billing and accounts receivable questions and issues.
- May research inquiries regarding disputed or questioned transactions regarding student accounts.

D. Overall School Support - 5%.

- Serves as front-line person responding professionally and courteously to all inquiries from constituents, i.e. students, parents, lenders, faculty, administrative and support staff through personal and telephone communications.
- Reviews and updates the accurateness of web content, publishing, forms, and calendars upon approval of the Director of Financial Aid.
- Fulfills all reporting requests from the Director of Financial Aid.
- Coordinates with college staff/faculty regarding student requests for exceptions to school policy or for special payment arrangements.
- Counsel customers regarding student related functions of other College departments, i.e. registrar, housing, admissions, etc. in order to address or refer issues not served directly by the Office of Financial Aid

EDUCATION and EXPERIENCE: Education: Bachelor's Degree with a concentration in Business/Accounting is desired. Minimum of two years of experience in federal student financial aid regulations required. Must be computer literate and efficient in Microsoft Excel.

LANGUAGE SKILLS: Communication - Ability to communicate verbally and in writing clearly and concisely. Customer Oriented - Ability to take care of the customers' needs while following company procedures. Detail Oriented - Ability to pay attention to the minute details of a project or task. Strong organizational and computer skills.

REASONING ABILITY: Knowledge of state and federal financial aid requirements (Arkansas). Knowledge of Federal student loans rules and regulations. Enthusiastic - Ability to bring energy to the performance of a task. Friendly - Ability to exhibit a cheerful demeanor toward others. Initiative - Ability to make decisions or take actions to solve a problem or reach a goal. Interpersonal - Ability to get along well with a variety of personalities and individuals. Reliability - The trait of being dependable and trustworthy. Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

CERTIFICATES, LICENSES, REGISTRATIONS: Not Applicable

WORK ENVIRONMENT: Must be willing and able to work some evening and weekend hours and be flexible to adjust schedule as needed to best meet division and student needs and availability.

HOW TO APPLY: Applicants may submit a resume and cover letter to humanresources@shortercollege.edu or Mail to: 604 Locust Street, North Little Rock AR, 72214