

# Classification Specification: Student Support Specialist

Classification Number: 66561  
Effective Date: April 4, 2014

Pay Grade:  
Current Exemption Status: Nonexempt

## Position Summary

Serves as a lead in collecting assigned accounts receivable portfolio of student debts. Compiles, evaluates and reviews delinquent accounts for final submission of action(s). Assists Accounts Receivable Supervisor in maintaining debt-collection practices in accordance with federal and/or state laws.

## Essential/Primary Duties

- Monitors and maintains assigned accounts receivable portfolio. Communicates and works with students and/or parents to resolve debt issues. Negotiates repayments of student account debt. Interacts with various campus offices and outside contacts to resolve student account balances, including local, state and federal offices and third party agencies to assist with debt recovery.
- Assesses and evaluates the status of student accounts to determine necessary special actions such as the removal or addition of late fees and service charges; temporary or permanent de-activation of peds; suspension, cancellation or reinstatement of meal plans; housing assignments; and cancellation of classes.
- Coordinates with other offices that assist in the resolution of student accounts to ensure compliance with state and federal laws and regulations and with University policies and procedures.

## Experience and Education

### Experience

- Six months related experience required

### Education

- High school diploma or GED required

## Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

## Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

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## Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers

## Supervisory Responsibility

### Full-Time

None

### Part-Time

None

## Providing Direction

### Full-Time

None

### Part-Time

None

## Responsibility for Student Workers

Provides work direction and may select, hire, schedule and provide formal feedback.