

## **KENTUCKY HIGHER EDUCATION STUDENT LOAN CORPORATION JOB DESCRIPTION**

<b>Job Title:</b> Cohort Management Representative	<b>Date:</b> November 2011
<b>Department:</b> Asset Management	<b>Status:</b> Full Time
<b>Supervisor:</b> DP Team Leader / Asst. Team Leader	<b>Grade:</b> 4N

### **SUMMARY**

Using state of the art technology including computer terminals, workstations, and automated call distribution systems, this position responds to borrower telephone inquiries regarding specific delinquency student loan issues/questions (Federal and Private Loans), researches and performs account updates.

### **JOB DUTIES**

- Contacts delinquent borrowers and listed references by telephone in an attempt to assist the borrower in repaying the account within the limits of the laws, regulations, policies, and procedures governing the servicing of student loans.
- Documents in the borrower's record, all contacts with the borrower and attempted contacts.
- Counsels borrowers on deferment eligibility or other payment options.
- Enters administrative forbearances when appropriate.
- Employs excellent listening skills, applies program knowledge and utilizes available research resources in order to understand and assess student borrower situations as well as to identify potential avenues for resolution.
- Uses available resources to locate borrowers.
- Using persuasive speaking techniques, superb customer service skills, and call control techniques, counsels student borrowers on methods to avoid default and successfully resolve delinquency.
- Researches account history and imaged documents to locate new information.
- Researches accounts for errors and processes requests for account adjustments.
- Demonstrates excellent telephone communication skills.
- Consistently meets applicable Corporation and Department goals and deadlines.
- Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- High school graduate or equivalent.
- Two years of customer service experience.
- Strong attention to detail.
- Computer experience.
- Strong oral/ written and inter-personal skills.
- Listening / reading comprehension.
- Working knowledge of student loans preferred.