

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

Job Title: Administrative Representative I
Department: Loan Program Administration-CDMS
Supervisor: Administrative Supervisor

Date: October 2015
Status: Full-Time
Grade: 4N

SUMMARY

Performs administrative tasks in the Guarantee Services Area of the Loan Program Administration Division. This includes the processing of incoming mail, filing, answering telephone inquiries, and counseling students/borrowers. Identifies, investigates & resolves problems affecting default prevention and verification services.

- Performs administrative tasks pertaining to the processing of documents for default prevention and verification services.
- Answers telephone inquiries, identifies, investigates, and resolves problems in the areas of default prevention and verification services.
- Contacts delinquent borrowers via telephone and use of automated dialer systems to assist the borrower in understanding repayment options available to them.
- Assists, investigates and communicates with schools, lenders and borrowers to resolve borrower delinquency and loan related problems.
- Performs skip-tracing activities at the request of schools and lenders using efficient sources to locate the borrowers.
- Researches accounts for errors, and updates accounts as needed.
- Provides back up on support for Private Loan Originations and other operational functions as needed.
- Maintains a current knowledge of the laws, regulations, policies, procedures related to functions of the division.
- Performs other administrative duties as assigned

MINIMUM QUALIFICATIONS

- High School graduate or equivalent.
- Two or more years of administrative or customer service experience. Working knowledge of student loans preferred.
- Bilingual-English/Spanish speaking skills preferred.
- Computer experience, including proficient use of Microsoft Office products (Word, Excel, & Outlook).
- Good verbal and written communication skills.
- Strong inter-personal skills.

Hours: 2 days a week 9:30 am-6:00 pm; 2 days a week 11:00 am-7:30 pm; Friday 8:00 am-4:30 pm