KENTUCKY HIGHER EDUCATION STUDENT LOAN CORPORATION
JOB DESCRIPTION

Job Title:	Senior Administrative Representative	**Date:**	September 2016
Department:	Guarantee Services (B600)	**Status:**	Full-Time
Supervisor:	Administrative Supervisor	**Grade:**	7E

SUMMARY

Assists the Supervisor with department training, and mentoring new department employees. Ensures that assignments delegated by the Supervisor are completed when the Supervisor is not on the floor. Will assist the Supervisor with various administrative tasks and duties for the area.

JOB DUTIES

- Serves as a new hire mentor and conducts new hire and ongoing training for the area.
- Creates training materials, updates, and maintains policies and procedures.
- Conducts weekly staff call reviews and quality control to ensure accounts are updated correctly. Performs ongoing individual training based on these reviews.
- Oversees the completion of assignments delegated to the team by the Supervisor to ensure compliance with contractual obligations with our school partners.
- As a senior team member, handles escalated calls from Administrative Representatives on the floor and escalates the calls to the Supervisor if needed.
- Performs Administrative Representative activities as needed-including performing skip tracing activities, researching accounts for errors, and contacting delinquent borrowers via telephone or automated dialer system to assist borrowers in understanding repayment options available to them.
- Performs administrative tasks pertaining to the processing of documents for default prevention services.
- Assists, investigates and communicates with schools, lenders and borrowers to resolve borrower delinquency and loan related problems.
- Maintains a current knowledge of the laws, regulations, policies, procedures related to functions of the division.
- Provides back up for other departments within the division as needed.
- Performs other administrative duties as assigned.
- Excellent Attendance is a must.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in business or a related field preferred. Training experience may be substituted for the educational requirement.
- Minimum of two years of experience in student loan servicing/loan administration preferred.
- Schedule flexibility to ensure customer service needs are met.
- Computer experience is a must, including proficiency with Microsoft Office (PowerPoint, Word, Excel & Outlook).
- Strong accuracy/attention to detail, problem solving skills, oral/written communication, interpersonal skills, listening / reading comprehension
- Effective customer relations and training skills.

Hours: Monday-Thursday 11:00am-7:30pm; Friday 8:00am-4:30pm