

Position Announcement

JOB TITLE: Loan Repayment Specialist, Mississippi Office of Student Financial Aid

The Mississippi Board of Trustees of the State Institutions of Higher Learning System Office seeks applications for the position of **Loan Repayment Specialist** in the **Mississippi Office of Student Financial Aid**. This position reports to the Director of Student Financial Aid. IHL is governed by a twelve-member Board of Trustees and consists of eight universities. The eight universities enroll over 80,000 students. The System office is located in Jackson, Mississippi.

Job Summary

Assist with the administration of the state's forgivable loan programs by coordinating all aspects of forgivable loan account management once students separate from the educational program for which they have received forgivable loan funds from the state.

Essential Functions

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- Understand the repayment terms of all forgivable loan programs administered by the Office of Student Financial Aid.
- Respond to calls and emails related to the repayment of state forgivable loans.
- Offer appropriate counseling about state forgivable loan service/repayment options.
- Monitor the repayment of state forgivable loans.
- Continuously review best practices in default prevention and update the Office's default prevention program accordingly.
- Manage the daily implementation of default prevention procedures.
- Generate and send monthly "deferment ending", "grace ending", "separation", and "past due" letters/emails.
- Exercise professional judgment and make decisions regarding students with special conditions or situations, while abiding by program Rules and Regulations.
- Serve as the liaison between the Office of Student Financial Aid and its contracted loan servicer.
- Serve as the liaison between the Office of Student Financial Aid and any collection agencies contracted by the Office to assist with the collection of delinquent accounts.
- Serve as the liaison between the Office of Student Financial Aid and the Mississippi Department of Revenue for issues related to the state tax offset program.
- Ensure that the contracted loan servicer has an up-to-date, accurate handbook and other materials needed to service state forgivable loans properly.
- Monitor periodic reports produced by the loan servicer, including but not limited to, open inventory, tax offset, small and credit balance, paid in full this month, and paid in full this year reports.
- Monitor periodic reports produced by the collection agencies, including but not limited to, debtor status, demographic changes, placement acknowledgment, placement analysis, and closed/returned reports.
- Monitor accounts that are temporarily suspended from servicing due to bankruptcy.
- Ensure that paper and electronic files are properly stored and organized.
- Assist in outreach efforts.
- Assist other employees and perform additional duties as directed by the Director of the Office of Student Financial Aid.

Competencies

Active Listening Critical Thinking
Reading Comprehension Speaking
Active Learning

Supervisory Responsibility

This position has no supervisory responsibilities.

Education and Experience

Bachelor's degree required.

Other preferred experience/training:

- Customer service experience required.
- Experience with loan servicing and/or collections preferred, but not required.

Working Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical requirements

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is also required to use hands to finger or grasp objects, tools, or controls and reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Position type and expected hours of work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m.

Travel

No regular travel is expected for this position, but periodic travel for training or development may be requested.

Application Requirements

Completed applications should include a current résumé; and names, address, e-mail address, and phone numbers of three (3) professional references. Review of applications will begin immediately and will continue until the position is filled. Women and minorities are urged to apply. To apply for this position, submit an official [IHL Application for Employment](#), along with the documents noted above to the following address:

Mississippi Institutions of Higher Learning
Office of Human Resources
3825 Ridgewood Road
Jackson, MS 39211

Applications may also be emailed to: hr@mississippi.edu or faxed to 601.432.6129.

For more information regarding IHL, visit our web site at www.mississippi.edu/ihl. For more information regarding the Mississippi Office of Student Financial Aid, visit www.mississippi.edu/financialaid.