New York State Department of Civil Service
Division of Classification & Compensation

Classification Standard

Occ. Code 2562110

Student Loan Control Representative 1, Grade 11 2562110
Student Loan Control Representative 2, Grade 15 2562120

Brief Description of Class Series

Student Loan Control Representatives perform a variety of collection and customer service activities requiring regular contact with borrowers, lending institutions, and third parties for the prevention and collection of defaulted student loans.

These positions are classified at the State University at Albany where they perform these functions for the entire State University system.

Distinguishing Characteristics

Student Loan Control Representatives engage in telephone communication with a variety of individuals and organizations to locate and contact borrowers of loans guaranteed by the Higher Education Services Corporation or other national student loans and to effect repayment of those loans.

Student Loan Control Representative 1: entry level; works under general supervision of a Student Loan Control Representative 2 or higher level staff.

Student Loan Control Representative 2: supervisory level; works under general supervision of a professional position; schedules, assigns, and reviews the work of Student Loan Control Representatives 1 and clerical staff and may perform some or all of the duties of that title in addition to their supervisory duties.

Related Classes

Collection and Civil Prosecution Specialists 1 trace, locate and contact debtors referred to the Department of Law for nonpayment of their State obligations and either arrange voluntary compliance or extract it through income executions, fines and court action. They also perform related paralegal work.

Tax Compliance Representatives 1 perform paraprofessional duties to effect the collection of delinquent taxes. They trace and contact tax debtors by telephone or in

writing and occasionally meet with delinquent taxpayers to resolve their outstanding obligations.

Tax Compliance Agents 1 are field positions and enforce provisions of the Tax Law, the Labor Law and other laws concerning the liabilities of tax debtors by collecting taxes from delinquent taxpayers who have not responded to written and telephonic attempts at collection.

Illustrative Tasks

Student Loan Control Representative 1

Ascertains the basis for default of student loans to determine extenuating circumstances or whether loans were purchased due to any errors or omissions on the part of the lender, educational institution, or the borrower.

- Contacts lenders and borrowers to obtain additional information.
- Locates borrowers using skip-tracing techniques.
- Reviews and verifies borrower information on possible forbearance factors.
- Attempts to secure payment on purchased or defaulted student loans by persuasion and negotiation.
- Advises borrowers why defaulted loan claims have been filed or loans have been purchased.

Describes legal obligations, liabilities, and possible ramifications of failure to repay student loans.

- Contacts lending institutions to suggest temporary forbearance when circumstances warrant such action.
- Attempts to persuade lending institutions to reinstate or re-purchase accounts purchased in error.
- Recommends accounts for purchase by HESC.
- Recommends reduced payment arrangements or deferments.
- Arranges for monthly installment payments for appropriate accounts.
- Conducts follow-up activities to ensure adherence to repayment schedules.

- Recommends attachment of assets.

    - Identifies assets of borrowers who fail to repay loans.
    - Determines which assets can be seized to satisfy defaulted loans.

Student Loan Control Representative 2

Performs all of the duties and responsibilities of a Student Loan Control Representative 1.

- Supervises a unit of Student Loan Control Representatives 1.
- Maintains work schedules to meet program goals.
- Assigns work to staff.
- Reviews completed work to ensure compliance with standards of accuracy, completeness and production.
- Provides on-the-job training to staff.
- Reviews staff performance and initiate corrective action.
- Provides daily summaries of unit production and potential problems.

Minimum Qualifications

Student Loan Control Representative 1

Open Competitive: Two years of debt collection experience, where the majority of collection activities include regular contact with borrowers, lending institutions, and/or third parties for the collection of delinquent and/or defaulted loans.

Student Loan Control Representative 2

Promotion: One year of permanent competitive service as a Student Loan Control Representative 1.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment

or examination.

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