Position Title: Default Management Officer
Reports To: Vice President of Assessment & Research and Director of Financial Aid

Major Responsibilities: Process and submit Deferments/Forbearances to Servicers and conduct Financial Aid Exit Interview to all Grad/Drop students

Specific Duties and Responsibilities:

1. Read, understand and comply with the University’s mission, the catalog, the University’s policies and procedures, the Staff Handbook and institutional effectiveness process.
2. Respond to communications (e-mail, voice mail) on a daily basis.
3. Report to agency working in conjunction with FNU any helpful information to locate the students.
4. Submit graduate/drop reports from all the campuses, every 2 months to Default Prevention Agency working with FNU.
5. Provide Servicers with any info (updated address, enrollment status) needed to locate students.
6. Mail exit interview package if student failed to complete the financial aid counseling after graduating/dropping the institution.
7. Conduct Financial Aid Exit Interview Workshops on different campuses prior to graduation.
8. Have graduated/drops students complete their Financial Aid Exit Interview.
9. Assist the Financial Aid Director with any report that requires student data information.
10. Handle telephone calls from students regarding questions/inquiries about their student loan.
11. Participate in self studies and committees conducted by the University.
12. Respond to communications (email, Default Management Facebook account, voicemail) on a daily basis.
13. Enter data into CampusVue.
14. Explain Deferment/Forbearances/IDR options to students that are unable to enter repayment. Help them fill out forms.
15. Process and submit to Servicer, Deferments/Forbearances/IDR. Follow up with student after form has been submitted.
16. Inform Default Management agency working with FNU of Deferment/Forbearances sent.
17. Contact lenders as per student’s request if it’s necessary.
18. Provide guidance to student wanting to consolidate their student loans.
19. Give out checks to grad/drop students.
20. Give diplomas to students once they are ready.
21. Participate as a speaker in the SLS class every term to cover Financial Literacy topic and explain/respond questions about student loans, if any.
22. Assist students in choosing most convenient/affordable repayment plan based on their financial situation.
23. Follow up on returned mail.
24. Follow up with former students that were dropped/ graduated and that are active again. Deferment must be completed.
25. Contact students in LOA/attending less than half time to complete Financial Aid Exit Counseling as per the Dept. of Education regulations.
26. Complete Financial Aid webinars/ trainings in order to be up to date with new regulations.
27. Support and participate in University Commencement Ceremonies.
28. Participate in the self studies and committees conducted by the University.
29. Performs other duties as assigned.

This job description is intended to describe the general nature and level of work being performed by individuals assigned to this position. It is not intended to be construed as an exhaustive list of all tasks, duties, skills and/or responsibilities required for this position in each Campus at all times. Task, duties, skills and/or responsibilities may vary from individual to individual, campus to campus, and over time, depending upon various factors. These are general guidelines for this job position.

To apply for this position please click on the link below: