

Job Description: Student Loan Counselor

multiple positions available

Position Summary

The primary function of the Student Loan Counselor is to resolve delinquent student borrower accounts to prevent default. To accomplish this objective, the candidate will contact and counsel out-of-school student borrowers, assisting them with the best options for their condition, obtaining the needed forms and information; and forwarding that information to the third parties who update the students accounts.

Key Job Responsibilities

Receive and enter borrower account data from client schools • Verify accuracy of data with loan servicers and Department of Education resources • Place outbound calls, send letters, and emails to contact delinquent borrowers and advise them of their repayment responsibility and options • Receive phone calls from students, answering their questions regarding their loans and repayment options • Counsel borrowers regarding the requirements for deferment, forbearance, rehabilitation and consolidation options • Obtain completed deferment and forbearance forms from borrowers and submit to appropriate servicers • Follow approved scripts and use approved letters in student contact activities to ensure compliance with company and regulatory requirements • Act as liaison between student borrower and loan servicer to obtain verbal forbearances and to update borrower information • Skip-trace borrowers and update student database with new demographics • Send monthly reports of performed activities and calculated default rates to client schools • Cooperate with quality assurance in all review and process refinement activities • Complete other duties, as assigned

Minimum Qualifications

Spanish fluency is a plus • Associate's Degree in business or related area of study OR substitute two years of contact center or customer service experience • Fundamental skill level in MS-Excel and other Windows-based computer applications • Accurate recall and input of data • Excellent customer service skills • Strong oral and written communication skills • Attentive to details and listens well • Ability to maintain confidentiality of sensitive data • Ability to spend long periods of time on the telephone and follow a script • Self-starting and able to work consistently without direct supervision • Ability to interact in a professional manner with borrowers and co-workers • Ability to explain options clearly to borrowers • Must be able to work occasional evening and weekend shifts as necessary or assigned

Compensation

Starting wage: \$13 per hour, commensurate with experience • Periodic raises and performance-based bonuses available • Sick days, vacation and holidays • Health benefits and retirement plan available after probationary period • Potential for advancement to managerial or specialized positions for qualified employees

To Apply: Send resume and cover letter to info@pantheonstudentsolutions.com
No phone calls please.