

# Counselor, Call Center

## NSLP

**POSTING DATES:** October 16, 2009 – October 30, 2009  
**DEPARTMENT:** Call Center  
**REPORTS TO:** Supervisor, Call Center  
**GRADE/FLSA STATUS:** N-4/Exempt

### **POSITION SUMMARY (Other duties may be assigned)**

With general direction this position assists borrowers to bring student loan accounts from a delinquent status to current, educates and counsels borrowers on methods to permanently eliminate loan delinquencies, prevent student loan defaults, educates and counsels clients during various stages of higher education, interact with clients, servicers and/or lenders on a daily basis and manages counselor queues to ensure all accounts are worked in a timely and efficient manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Attend extensive company provided training sessions

Successfully pass the exam prior to obtaining a Certified Default Prevention and Aversion Counselor (CDPAC).

Regular and dependable attendance is an essential function of this position.

Make and receive telephone calls to/from delinquent borrowers and clients in other stages of higher education.

Identify and assess a person's current financial situation then identify and recommend the appropriate solution to resolve their delinquency or impending delinquency.

Adhere to telephone scripts provided by management.

Understand and adhere to regulations concerning forbearance, deferment, FFELP and FDSL consolidation, and all repayment options.

Understand and adhere to the regulations concerning the various bankruptcy laws.

Understand and adhere to Fair Debt Collection Practice Act and state collection laws as applicable.

### **EDUCATION and/or EXPERIENCE**

- Associate's degree (A. A.) or equivalent from two-year college or technical school; or one year related experience and/or training; or equivalent combination of education and experience.
- Knowledge of student loan industry and familiarity with federal regulations preferred.
- Ability to speak Spanish helpful
- Successful completion of a background investigation is required

If interested, send resume and salary requirements to: [hrd@fes.org](mailto:hrd@fes.org) or mail to: Human Resources, P.O. Box 82552, Lincoln, NE 68501-2552 by October 30, 2009.