



TSAC Default Aversion Field Representative for western Tennessee

Contractor Position Description

Student Loan Counseling Service, Inc.(SLCS), a wholly owned subsidiary of CBE Companies, is seeking applications from qualified individuals for the position of Default Aversion Field Representative for the Tennessee Student Assistance Corporation (TSAC). This contract position will be located in western Tennessee and will provide professional support services to borrowers attending Tennessee postsecondary educational institutions regarding student loan default aversion. Selected individuals will work from home and travel regionally throughout Tennessee to educate borrowers about their student loan obligations and repayment options. She or he will work with postsecondary schools in western Tennessee to provide educational tools and services to the school's respective borrowers. This contract position will report to and be directed by TSAC on a daily basis and will use TSAC's software and IT products to support functions of this position. Work space will be provided at TSAC's facility in Nashville as needed.

TSAC awarded SLCS a servicing contract in January 2012 to provide default aversion counseling services to TSAC borrowers. SLCS agreed to engage three regional Default Aversion Field Representatives to fulfill requirements of its servicing agreement with TSAC. Interested individuals wishing to submit applications for this western Tennessee position may contact Ms. Jane Pennington, TSAC's Associate Executive Director, at jane.pennington@tn.gov for additional information.

Position Duties

Handle incoming inquiries from postsecondary institutions requesting assistance with their default aversion activities.

Conduct training workshops both in person and by webinar for borrowers and postsecondary institutions.

Meet with borrowers regarding their delinquent or defaulted title IV loans.

Analyze data from NSLDS reports to assist postsecondary intuitions with default aversion activities.

Submit detailed Activity Reports to TSAC officials and SLCS on a scheduled basis.

Perform other duties as assigned.

Requirements

Bachelor's degree or equivalent experience

Minimum 3+ years student loan experience, with 1 year working directly with external entities

Experience managing external client relationships

Established relationships within the student loan and/or postsecondary community preferred

Skills

Outstanding customer service skills

Excellent communication and presentation skills to clearly depict complex, technical information

Proven ability to develop and maintain client relationships

Ability to manage time independently for optimum productivity

Microsoft Office suite or similar software product expertise required

Compensation Information

Compensation for this position starts at \$46,800 based on qualifications of the applicant

CBE Companies/Student Loan Counseling Services

CBE has been in the accounts receivable management business since 1933 and currently employs nearly 1,000 people in four locations nationwide. Its corporate headquarters is located in Cedar Falls, Iowa, with additional facilities in West Des Moines, Iowa; Overland Park, Kansas; and Atlanta, Georgia. Student Loan Counseling Service, Inc. (SLCS), is a wholly owned subsidiary of CBE that is committed to helping student loan borrowers repay their student loans. CBE represents many of the nation's most renowned and respected organizations. CBE serves a variety of industries including education, healthcare, utilities, satellite, telecommunications, financial services, and government.

Tennessee Student Assistance Corporation

TSAC's mission is to provide financial assistance for post-secondary educational opportunities to Tennessee residents and other students who have established eligibility in accordance with program guidelines. As a financial aid provider, TSAC strives to be totally accessible and positively responsive to our customers: students, parents, counselors, and financial aid professionals. As a guaranty agency, TSAC strives to always emphasize responsible borrowing and repayment and to maintain a dedicated effort to work with student borrowers to avert defaults.

February 4, 2015