



## University of Houston-Downtown Job Description

Job Title: Coordinator, Default Management  
FLSA Category: Exempt  
Grade: 22  
Job Code: 2810

### **DUTIES**

Job Summary: Oversees student loan counseling sessions and resolves delinquent reports

Duties and Responsibilities:

- Oversees entrance and exit counseling sessions
- Certify loan requests
- Handles delinquent and default reports
- Assists students, lenders, guarantors, staff, and faculty questions regarding student loans
- Resolve student loan questions
- Handle incoming and outgoing manual student loan checks

Marginal Functions: All other duties as assigned

### **REQUIREMENTS**

Education: Baccalaureate Degree  
Experience: Minimum of three (3) years  
Licenses/Certification: None Required

### **PHYSICAL DEMANDS**

#### **Environmental Conditions**

Working conditions: Work is normally performed in a typical interior work environment which does not subject the employee to any unpleasant elements.

Physical Effort: Position is physically comfortable; individual has discretion about walking, standing, etc.

Physical Risk: Work environment involves minimal exposure to physical risks.