



**THE OKLAHOMA STATE REGENTS FOR  
HIGHER EDUCATION**  
*Oklahoma Guaranteed Student Loan Program*  
**JOB DESCRIPTION**  
Auto-Dialer Specialist

**Non-Exempt  
Position #100217**

**ESSENTIAL FUNCTION**

Communicate with borrowers via telephone calls initiated by the auto-dialer to collect on defaulted loans and to counsel and inform borrowers about repayment options. Participate in other OGSLP call campaigns as developed.

**RESPONSIBILITIES AND DUTIES**

- Communicate with Recoveries borrowers through outgoing telephone calls initiated by the auto-dialer.
- Initiate contact with Recoveries borrowers to collect on defaulted loans.
- Counsel and advise Recoveries borrowers of the consequences and available repayment options for defaulted loans.
- Participate in other OGSLP call campaigns as developed.
- Perform other similar tasks as assigned by the Recoveries Supervisor and/or Manager.

**POSITION QUALIFICATIONS**

High school diploma plus two (2) years post-secondary education required or equivalent combination or post-secondary education and related work experience. CRT/PC skills required. Good verbal and written communication skills. Must be able to work a minimum of seven (7) hours on the auto-dialer per day. Good organizational skills and dependable with a good attendance record. Previous telephone or collections work experience preferred.

**Work Hours:**

Monday thru Thursday – 12:00 noon to 9:00 pm  
Friday – 8:00 am to 5:00 pm

**SUPERVISION**

The employee performs work under the supervision of the Autodialer Supervisor.

**Interested candidates may submit a cover letter and resume (including a list of 3 professional references) to:**

**OSRHE, Human Resources, P.O. Box 108850, Oklahoma City, Oklahoma 73101-8850.**

**Fax #: (405) 225-9230**

**E-mail: [hr@osrhe.edu](mailto:hr@osrhe.edu)**

Revised October 2008