



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0515

CLAIMS REVIEW SPECIALIST

(STUDENT LOANS-BANK OF NORTH DAKOTA)
GRADE J

SCOPE OF WORK:

Involves work associated with processing claims for reimbursement of defaulted loans held by participating lenders and guaranteed by the North Dakota Student Loan Program. Loans are those that are made under the Federal Family Education Loan Program and the state-sponsored DEAL program.

DUTIES PERFORMED:

- Receive and record claims from lender agencies.
- Review claims to ensure compliance with federal student loan regulations in servicing accounts.
- Approve or disapprove claims; provide notice to lender; prepare approved claims for payment; calculate interest and payment amounts; update appropriate records.
- Respond to inquiries from lenders regarding cure procedures and due diligence requirements.
- Receive and review related federal regulations; maintain related procedures; provide interpretations as necessary; disseminate interpretations and procedures to schools and lenders through bulletins, workshops, memos, etc.
- Review information received from the U.S. Department of Education to ensure appropriate records keeping, reporting, and procedural changes.
- Develop forms to be used by program participants.
- Arrange meetings with appropriate supervisory personnel when necessary to resolve disagreements or misunderstandings on claims decisions.
- Serve on committees and provide back-up support to related positions.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and four years work experience in duties directly related to loan or claims servicing or related administrative duties in a collection environment. The appointing authority may allow college level coursework to be substituted for the work experience on a year-for-year basis.

Eff. Date: 08/97

Rev: 07/12 – Conversion to Hay System