



**THE OKLAHOMA STATE REGENTS FOR  
HIGHER EDUCATION**  
*Oklahoma Guaranteed Student Loan Program*  
**JOB DESCRIPTION**  
**Administrative Wage Garnishment Supervisor**

**Exempt  
Position #100175**

**ESSENTIAL FUNCTION**

Oversee all activities pertaining to the Administrative Wage Garnishment (AWG) staff of the OGSLP Recoveries Department to insure that federal regulations are being met and collection objectives are being achieved. Resolve issues and give directions to the AWG staff. Prepare for, attend and represent the agency in AWG administrative hearings. Participate as a member of the OGSLP management team.

**RESPONSIBILITIES AND DUTIES**

- Supervise and coordinate workflow of the AWG staff.
- Responsible for performance appraisals, and recommendations concerning advancement, and other employee status changes.
- Ensure agency compliance with all procedural and regulatory requirements pertaining to AWG.
- Maintain knowledge of Federal regulations that govern defaulted student loans and assist with development and implementation of updates to agency AWG procedures.
- Oversee AWG activity for all collection vendors.
- Coordinate with legal counsel to ensure employer compliance with OWE.
- Oversee responses to borrower and employer inquiries via telephone or mail.
- Oversee preparation all necessary documentation and pleadings related to administrative hearings.
- Perform other similar duties as assigned.

**POSITION QUALIFICATIONS**

Bachelor's degree preferred or (3) three years of experience in supervisory positions or an equivalent combination of post-secondary education in management and related work experience. Experience in a FFELP collections environment and knowledge of AWG processes preferred. Must have effective oral and written communication skills; be self-motivated and have the ability to work independently; and be able to plan and organize work. Candidate should be able to perceive and analyze problems, develop alternatives and make or recommend sound decisions. Multi-tasking and project management skills are critical due to heavy work loads.

**SUPERVISION**

The employee performs work under the supervision of the Recoveries Manager.

**Interested candidates may submit a cover letter and resume (including 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)**