



STATE OF TENNESSEE
TENNESSEE STUDENT ASSISTANCE CORPORATION
SUITE 1510, PARKWAY TOWERS
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NASHVILLE, TENNESSEE 37243-0820
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www.TN.gov/TSAC

POSITION VACANCY

TSAC Account Specialist
Tennessee Student Assistance Corporation

The Tennessee Student Assistance Corporation (TSAC), a state agency located in downtown Nashville, Tennessee, seeks a TSAC Account Specialist.

TSAC administers a variety of need-based and merit programs, including the Tennessee Student Assistance Award (TSAA) Program, the Tennessee Educational Lottery Scholarship (TELS) Programs, and loan forgiveness scholarships. Additional information about TSAC may be found at www.TN.gov/Collegepays.

The TSAC Account Specialist position is part of the Grants and Scholarships Division of TSAC. Primary duties include general processing for the loan forgiveness programs including but not limited to processing payments, service cancellations, monthly statements and collection efforts on past-due accounts. In addition, this position will provide administrative assistance with loan forgiveness scholarship applications including corresponding with schools in regard to program eligibility, payments, adjustments, system functions, and access. This position will also communicate with students providing guidance regarding multiple financial aid programs.

The position requires at least five years of administrative and accounting experience. Direct experience in financial aid or collections is preferred. Education may be substituted for experience at management's discretion. Preferred applicants should be proficient in Microsoft Office (Word, Excel and PowerPoint). Essential characteristics include attention to detail, customer service oriented, ability to work well under pressure, work as a team player, and excellent oral and written communication skills.

The salary range for this Executive Service position is \$35,000 to \$45,000. Starting salary will be based on qualifications. Applications are currently being accepted and will continue to be accepted until the position is filled.

Please submit a cover letter, resume, and contact information for three references on the form found at https://stateoftennessee.formstack.com/forms/resume_submission. Your submission materials may be copied and pasted into the form or attached in a .txt format. While electronic submission through the link above is preferred, written submissions may also be sent to:

David Heithcock, HR Director
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404 James Robertson Parkway, Suite 1900
Nashville, Tennessee 37243-0820