RHODE ISLAND STUDENT LOAN AUTHORITY

Job Title: Managing Deputy Director

Department: Administration **FLSA: Exempt**

Reports To: Executive Director

Job Summary:

- The Managing Deputy Director provides general management for the organization and specific oversight of Marketing and Loan Operations
- Ensures partner and customer satisfaction.
- The Deputy Director assists with new program development and helps manage RISLA's financing activities.
- Provides key input in the strategic planning process and the execution of that plan.

Supervisory Responsibilities:

- Three senior managers report to the Managing Deputy Director: the Director of Loan Operations, the Director of Marketing Operations, and the Director of Systems Processes.
- The Senior Business Analyst who manages RISLA's repayment solutions and collection department also reports to the Deputy Director.

Skills/Education:

- Bachelor's degree in Business, Accounting, Economics, or Finance and Master's in Business Administration or CPA required
- 15+ years of financial and business modeling and analysis experience
- 15+ years of student loan industry experience
- Excellent communication skills and experience managing staff
- Self-motivated, organized with the ability to multi-task and work independently

Specific areas of responsibility include:

1) Debt issuance management.
    - Help manage the issuance of tax-exempt and taxable debt.
    - Manage internal reporting of loan portfolio performance and all relevant metrics required or requested by rating agencies, investors, and other third parties.
    - Conduct and manage internal analysis and work with external consultants to develop cash flow reports and maximize efficiencies of debt issuances.
    - Review bond documentation with the bond financing team.

2) Financial and Bond Investor Reporting.
    - Develop and produce FFELP and Private Loan quarterly trust estate reports for credit providers and Rating Agencies.
    - Monitor and manage portfolio and debt composition to ensure compliance with rating agencies and trust estate covenants.
    - Assist with the development and timely distribution of reporting to meet continuing disclosure requirements.

3) Student Loan Servicing, Loan Origination, and Compliance.
    - Provide oversight of Loan Origination, Servicing, and Customer Service to ensure operational performance is maximized and high levels of customer satisfaction.
    - Provide oversight to ensure quality assurance of loan underwriting and origination.
    - Oversee the preparation of various RFPs, including but not limited to loan servicing, bond counsel, and underwriters, and analyze RFP responses and make recommendations. Select vendors and negotiate loan servicing contracts.
    - Monitor servicer compliance with servicing contracts, Consumer Finance Protection Bureau standards, and the Higher Education Act.

4) Marketing and External Communications.
    - Oversee the development of marketing plans, budgets, and strategies.
    - Oversee the strategic and tactical execution of marking campaigns, including the implementation of tests, tracking, reporting results, and analyzing results.
    - Monitor state legislation and other state regulatory actions that might impact RISLA.
    - Work with the Executive Director, external communication consultants, and internal staff to develop marketing and advertising strategies for RISLA.
    - Assist with responses to media inquiries.