

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. TREACSREA46R

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency TREASURY CENTRAL PAYROLL
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Student Financial Services
4. Civil Service Position Code Description TREASURY CUST SRV REP-E	10. Division Student Loan Repayment
5. Working Title (What the agency calls the position) Customer Service Representative	11. Section Michigan Guaranty Agency
6. Name and Position Code Description of Direct Supervisor MATHEWS, RICKYMON; DEPARTMENTAL MANAGER-3	12. Unit Collections or AWG
7. Name and Position Code Description of Second Level Supervisor SPITZLEY, MICHELLE L; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 430 West Allegan St., Lansing, MI 48922 / 7:30 a.m. - 6:00 p.m. with flexible schedule

14. General Summary of Function/Purpose of Position

This position will serve as the primary customer contact in a collections service center environment utilizing knowledge base and case management tools to assist customers. Communicating with the public via the telephone, e-mail, or white mail. Answering calls regarding the collection process, available programs and assists in the collection of federal student loans defaulted to the Michigan Guaranty Agency (MGA). Explain departmental policies and procedures and some federal student loan regulations. Utilizes knowledge base information to answer customer inquiries.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 90

In a collections service center environment, locate defaulted student loan borrowers utilizing skip tracing techniques and interacts with borrowers via telephone to answer questions and disseminate information regarding the collection process and determine appropriate action on the collection of federal student loans defaulted to the Michigan Guaranty Agency in accordance with established federal rules and regulations.

Individual tasks related to the duty:

- Utilize knowledge base information to answer customer inquiries.
- Explain the consequences of default.
- Calculate various program plans payments, explain available programs and initiate installment agreements.
- Ask additional questions of the caller to ensure an understanding of the call.
- Respond to questions with options a borrower may have on any given issue.
- Respond to questions regarding Administrative Wage Garnishment.
- Respond to questions regarding income tax refunds and the offset process, explaining any options a borrower may have to avoid offset.
- Initiate standard correspondence.
- Recommend assignment to Administrative Wage Garnishment.
- Review multiple ECMC, Treasury, and MGA knowledge base systems for account information.
- Interact both verbally and in writing with borrowers, their representatives, other Student Loan affiliates regarding accounts.
- Participate on auto-dialer campaigns.
- Review various reports to ensure accuracy of account information.
- Initiate and release Administrative Wage Garnishment Orders.
- Input, update/retrieve information from various systems including FACS (Flexible Automated Collections System) and EPIC (Education Powered by Innovative Concepts) to update account with activity/action taken.
- Utilize available skip trace systems to obtain/confirm borrower address and place of employment.
- Regenerate mail returned to the Agency as undelivered.
- Input, update/retrieve information from various systems including FACS (Flexible Automated Collections System) and EPIC (Education Powered by Innovative Concepts) to update account with activity/action taken.

Duty 2

General Summary:

Percentage: 10

Perform other duties as needed for the Student Loan Repayment Division and other areas within the Student Financial Services Bureau.

Individual tasks related to the duty:

- Participate in activities that contribute to the achievement of the mission, goals and operational objectives of the Student Financial Services Bureau.
- Attend Bureau/Section/Staff meetings as required.
- Serve on special projects as assigned.
- Recommend changes in procedures.
- Other duties as assigned.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Setting up payment plans within standard guidelines.

Determining whether a reasonable and affordable form is necessary to be sent so the borrower may obtain a lower monthly payment.

Disclosure on account within standard guidelines.

17. Describe the types of decisions that require the supervisor's review.

Clarification of federal rules and regulations.

Non-standard disclosure issues.

Non-standard hardship issues that result in requests for settlement.

Requests for correspondence which includes approval for additional Title IV funding.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Must work at a desk for long periods of time with extensive use of the telephone and personal computers. Standard office equipment is used. Occasional contact with upset/irate defaulted borrowers regarding collection activities, discharge of their student loan debts, Title IV eligibility, or offset of their IRS or state tax refunds.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

As a representative of the Agency, this position interacts with borrowers in a collections service center environment utilizing knowledge base and case management tools to answer questions and resolve account problems using appropriate customer service and collection techniques. This position will assist in the collection of federal student loans defaulted to the Michigan Guaranty Agency (MGA). Includes all the requirements of Section 18 of the PD.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

The essential duties and tasks of this position have not changed, however within duty 1 there were a few system changes and with a template PD we want to ensure we are reflecting current servicer systems.

25. What is the function of the work area and how does this position fit into that function?

The function of the Claims and Collections Section is to process lender claims and collect on defaulted student loans. This position will serve as primary customer contact in a collection service center environment utilizing knowledge base and case management tools to resolve borrower inquiries related to the collection process.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Treasury Customer Service Representative 6

One year of experience responding to customer inquiries and resolving problems.

Treasury Customer Service Representative 7

Two years of experience responding to customer inquiries and resolving problems, including one year equivalent to a Treasury Customer Service Representative 6.

Treasury Customer Service Representative E8

Three years of experience responding to customer inquiries and resolving problems, including two years equivalent to a Treasury Customer Service Representative 6 or one year equivalent to a Treasury Customer Service Representative 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Employee must be able to effectively communicate with the public, analyze the situation regarding collection matters and resolve them. Employee must develop a good understanding of the federal student loan programs.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

I certify that the entries on these pages are accurate and complete.

RENELL GOERGE

4/2/2019

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date