

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTALTAQ27Y

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) Saving, Access, and Financial Empowerment (SAFE)
4. Civil Service Position Code Description Departmental Analyst-A	10. Division Student Loan Repayment Division (SLRD)
5. Working Title (What the agency calls the position) Lead Analyst	11. Section MiFellowship
6. Name and Position Code Description of Direct Supervisor MATHEWS, RICKYMON; DEPARTMENTAL MANAGER-3	12. Unit
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 W Allegan, Lansing, MI 48922 / Monday - Friday 8:00 A.M. - 5:00 P.M.

14. General Summary of Function/Purpose of Position

This position serves as the recognized resource for the MI Future Educator Teacher Fellowship (MiFellowship) program and is the primary for monitoring the MiFellowship portfolio. Analyze ongoing program operations and recommend modification of policies and procedures for the Student Loan Repayment Division (SLRD) MiFellowship team. Serve as primary liaison for related State of Michigan agencies in efforts to collect data and repayments. Review assessments of internal processes and recommend changes to Management. This position also serves as the subject matter expert regarding laws and regulations for: collection on loans, student loan discharge, and judgments, with regards to the MiFellowship program. This position is the primary oversight over the loan tracking application, ensuring application functionality is nominal day-to-day and working with DTMB to resolve any issues. Oversees all account suspensions and executes closure procedures. Prepare responses to high-level and escalated oral and written inquiries regarding student loan accounts that require the highest degree of research to resolve. Co-facilitate training for staff to complete the required due diligence of the portfolio. Perform other assignments as needed for the MiFellowship program and other areas within the Saving, Access, and Financial Empowerment (SAFE) Bureau.

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: 30

Serves as the recognized resource for the MI Future Educator Teacher Fellowship (MiFellowship) program. Serves as subject matter expert regarding laws and regulations for: collection on loans, student loan discharge, and judgments, with regards to the MiFellowship program. Analyze ongoing program operations and recommend modification of policies and procedures for the SLRD-MiFellowship team.

Individual tasks related to the duty:

- Serves as the recognized resource/subject matter expert for the MiFellowship program.
- Primary for recommending policy and/or procedure change based on interpretation of newly-enacted rules and regulations, and submit recommendations for change to upper Management.
- Primary for evaluating proposed changes suggested by related State of Michigan agencies to determine compliance with rules and regulations.
- Primary for analyzing data and preparing reports to support recommendations to accept, reject, or require modification to ensure compliance with applicable rules and regulations.
- Develop and recommend alternative proposals, as appropriate.
- Oversee teaching credits and repayment compliance for the full MiFellowship portfolio.
- Consult with MiFellowship account owners and schools/employers on due diligence procedures according to regulations.
- Primary for developing and implementing communication process with program participants to support program operations.
- Process MiFellowship accounts to be written off by the state.
- Liaison with the Attorney General's office.
- Prepare reports to assist with the collection of metrics data.

Duty 2

General Summary:

Percentage: 30

Serves as the primary liaison for related State of Michigan agencies in efforts to collect data and repayments. Review assessments of internal processes and recommend changes to Management.

Individual tasks related to the duty:

- Serves as the primary liaison with all State of Michigan agencies that have stake in the MiFellowship program, including liaisons with Treasury leadership and Department of Technology, Management, and Budget (DTMB) for advanced circumstances.
- Coordination of the development and implementation of MiFellowship efforts.
- To recover monies in a cooperative effort with other state agencies that have licensing powers or enforcement authority such as the Departments of State to implement measures of penalties for failure to repay MiFellowship accounts.
- Maintain computer databases to record and analyze data on MiFellowship accounts.
- Review current and draft new letters to be sent to MiFellowship account owners as needed.
- Design new forms/letters as needed.

Duty 3

General Summary:

Percentage: 30

Serve as primary for monitoring the MiFellowship portfolio. Serve as the primary oversight over the loan tracking application, ensuring application functionality is nominal day-to-day and working with DTMB to resolve any issues. Prepare responses to high-level and escalated oral and written inquiries regarding student loan accounts that require the highest degree of research to resolve. Co-facilitate training for staff to complete the required due diligence of the portfolio.

Individual tasks related to the duty:

- Serves as primary oversight over the MiFellowship loan tracking application for nominal functionality; works with DTMB to resolve any issues.
- Resolve the most complex issues for all MiFellowship accounts, including defaulted accounts and problems that agency collectors or other Analysts cannot resolve. This requires greater analysis of the circumstances, and providing written explanation of pertinent laws, rules, regulations, policies, and procedures; this may involve telephone contact with those MiFellowship account owners as well as the attorneys and universities / schools.
- Execute professional correspondence, including via e-mail.
- Assist other Analyst(s) in training new MiFellowship staff.
- Assist other Analyst(s) with continuous improvement efforts with existing MiFellowship staff, including quality assurance review.

Duty 4

General Summary:**Percentage: 5**

Provide oversight over all account suspensions and execute closure procedures.

Individual tasks related to the duty:

- Oversees over all account suspensions.
- Execute account closure procedures for payment in full, cancelled disbursement(s) or death of MiFellowship account owner.

Duty 5**General Summary:****Percentage: 5**

Perform other assignments as needed for the MiFellowship team and other areas within the Saving, Access, and Financial Empowerment Bureau.

Individual tasks related to the duty:

- Participate in activities that contribute to the achievement of the mission, goals and operational objectives of the Saving, Access, and Financial Empowerment Bureau.
- Prepare special reports above and beyond the Analyst P9-11 level, as requested.
- Serve on special projects above and beyond the Analyst P9-11 level, as assigned.
- Other duties above and beyond the Analyst P9-11 level, as assigned.

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

Verifying that rules, regulations, processes and procedures are followed in processing student/teacher data and repayment collections, effecting MiFellowship account owners, internal MiFellowship team, related State of Michigan agencies, and other internal stakeholders.

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

Final approval of the wording of letter templates. Recommendations for compromise of account balances. Approvals or payment refunds. Policy issues when drafting letters. Issues that are political or sensitive in nature.

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.

Normal office environment setting. Occasional contact with upset/irate Fellowship recipients regarding collection activities. Prolonged periods of focusing and sitting at a computer terminal.

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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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?

Serve as the MI Future Educator Teacher Fellowship program (MiFellowship) recognized resource expert and as primary for monitoring the MiFellowship portfolio. Analyze ongoing program operations and recommend modification of policies and procedures for the SLRD-MiFellowship team. Serve as primary liaison for related State of Michigan agencies in efforts to collect data and repayments. Review assessments of internal processes and recommend changes to Management. Serve as subject matter expert regarding laws and regulations for: collection on loans, student loan discharge, and judgments, with regards to the MiFellowship program. This position is the primary oversight over the loan tracking application, ensuring application functionality is nominal day-to-day and working with DTMB to resolve any issues. Oversees all account suspensions and executes closure procedures. Prepare responses to high-level and escalated oral and written inquiries regarding student loan accounts that require the highest degree of research to resolve. Co-facilitate training for staff to complete the required due diligence of the portfolio. Perform other assignments as needed for the MiFellowship program and other areas within the Saving, Access, and Financial Empowerment Bureau.

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

New position.

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

The function of SLRD MiFellowship team is to collect information and repayment on accounts originated through the MI Future Educator Teacher Fellowship program. Process and collect on MiFellowship accounts, including awarding teaching service credits to successful Michigan teachers and facilitating monetary repayment where necessary. This position will ensure that all of the policies and procedures used by staff are in compliance with state and federal laws, rules, and regulations. This position monitors the MiFellowship portfolio, assist with training staff on maintaining the portfolio, and oversees the MiFellowship loan tracker application for nominal functionality.

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

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

Alternate Education and Experience

Departmental Analyst 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of research and analysis.

Knowledge of the economic, social, political, and business conditions of the state.

Knowledge and ability to develop and implement communication process to support program operations.

Ability to analyze and evaluate laws, rules, and regulations and apply to policies and procedures.

Ability to organize, evaluate, and present information effectively.

Ability to interpret laws, rules, and regulations relative to the student loan industry.

Must be able to communicate clearly both verbally and in writing.

Desired: General student loan industry, including alternative programs and especially the MI Future Educator Teacher Fellowship program.

CERTIFICATES, LICENSES, REGISTRATIONS:

This position has a FTIFNPRINT sub-class code. The sub-class code indicates the position has access to Federal Tax Information (FTI) and requires passing of a fingerprint-based background check per IRS Publication 1075.

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.

N/A

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

CARLA JENKS

2/3/2026

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