

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b> 1. DPTLTCHE109R
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## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TREASURY CENTRAL PAYROLL
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Saving, Access, and Financial Empowerment (SAFE)
<b>4. Civil Service Position Code Description</b> Departmental Technician-E	<b>10. Division</b> Student Loan Repayment Division (SLRD)
<b>5. Working Title (What the agency calls the position)</b> Departmental Technician	<b>11. Section</b> Student Loan Programs (SLP)
<b>6. Name and Position Code Description of Direct Supervisor</b> HERLACHE, KATHRYN T; DEPARTMENTAL MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> SPITZLEY, MICHELLE L; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> 430 WEST ALLEGAN ST, LANSING, MI 48922 / 8:00 A.M.–5:00 P.M.

**14. General Summary of Function/Purpose of Position**

This position is responsible for the review and evaluation of accounts referred to the Attorney General's Office (AG) for escalated collections or enforcement actions. Serves as the liaison to the AG office. Ensures accurate case tracking and progress, performs payment monitoring and oversight of payment arrangements, ensures and documents accurate account information, acts as the primary contact for questions, and conducts any skip tracing and/or other investigative support for AG borrower accounts. Applies established policies, procedures, and relevant laws/regulations to support compliance, maximize recoveries, and deliver high-quality customer service to both internal and external stakeholders. Performs other duties as assigned.

**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**

Serve as the main point of contact with the Attorney General's (AG) Office for referred cases, updates, escalations, and issue resolution. Track AG actions (e.g., judgements, stipulations, litigation milestones) and maintain statuses in departmental systems. Coordinate workflows, timelines, and follow-ups to ensure timely case progression.

**Individual tasks related to the duty:**

- Prepare and transmit supporting documentation to the AG in accordance with legal, privacy, and procedural requirements.
- Analyze and interpret complex documents provided by the AG Office.
- Track and update systems and logs to reflect case status, completion dates, and other critical data.
- Liaise with AG Office regarding document coordination, data sharing, and various borrower needs.
- Prepare and ensure timely, accurate responses and follow ups to the AG Office regarding cases and/or borrowers.

**Duty 2**

**General Summary:** **Percentage: 30**

Create, update and maintain case records in designated systems ensuring accuracy, completeness and audit readiness. Document all borrower interaction, AG communications and decisions in accordance with records and retention policies. Conduct skip tracing to locate borrowers, employers and assets using approved tools, databases and methodologies. Verify identity and contact information per policy and document findings.

**Individual tasks related to the duty:**

- Develop and run reports and spreadsheets on aging, milestones and outcomes; flag exceptions or discrepancies for remediation. Evaluate report data and flag exceptions or discrepancies for remediation.
- Create and utilize tracking systems to monitor case progression and activity.
- Compile, evaluate and maintain records pertaining to case progression including but not limited to judgement type and status, wage garnishment, ability to serve, court costs, and manage any related follow-up.
- Document all interactions pertaining to the account actions and/or decisions.
- Research and conduct skip tracing to locate contact information, address, employer, and assets for borrower accounts that are at the AG Office.

**Duty 3**

**General Summary:** **Percentage: 25**

Monitor payments received on AG-referred accounts; reconcile balances, allocate payments, and identify delinquencies or broken arrangements. Initiate reminders, follow-ups, and corrective actions (e.g., re-establishment of arrangements, escalations) when deviations occur. Refer complicated matters to Management and/or the AG Office when appropriate.

**Individual tasks related to the duty:**

- Produce routine and ad hoc payment compliance reports for management.
- Monitor, track, and follow up on expiring payment plans.
- Initiate corrective actions or follow ups to determine if delinquent accounts should return to AG office.
- Track and document payment and employer details in garnishment cases.
- Produce and maintain rosters and reports with updated account details.
- Reconcile account balances and past due payment totals.

**Duty 4**

**General Summary:** **Percentage: 10**

Serve as the primary departmental contact for AG borrowers with payment questions or issues; provide clear, courteous, and accurate information regarding balances, payment method options, and status. Educate borrowers on policies, deadlines, and documentation requirements; de-escalate disputes and resolve routine issue as allowable by litigation restraints. Refer complex matters to appropriate internal units or the AG Office as needed; monitor open inquiries for completion.

**Individual tasks related to the duty:**

- Provide excellent customer service to AG borrowers as allowable by litigation restraints.
- Serve as subject matter expert on AG accounts.
- Disburse payment information and payment method options as needed.
- Ensure quality education, training, and guidance are provided to debtors on due dates, deadlines and documentation requirements.
- Adhere to strict deadlines by tracking and resolving outstanding inquiries.
- Interprets rules, regulations, policies and procedures

**Duty 5**

**General Summary:**

**Percentage: 5**

Perform other duties as needed for the Student Loan Repayment Division and other areas within the Savings, 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 Savings, Access, and Financial Empowerment Bureau.
- Attend Bureau/Section/Staff meetings as required.
- Serve on special projects as assigned.
- Create procedures and/or recommend changes in existing 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.**

Make decisions to approve or deny a payment extension request. The AG may request a payment extension on behalf of the borrower.

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

All settlement offers received from the AG's office on behalf of the borrower.

**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 personal computers. Standard office equipment is used.

**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?**

This position is responsible for the review and evaluation of accounts referred to the Attorney General's Office (AG) for escalated collections or enforcement actions. Serves as the liaison to the AG office. Ensures accurate case tracking and progress, performs payment monitoring and oversight of payment arrangements, ensures and documents accurate account information, acts as the primary contact for questions, and conducts any skip tracing and/or other investigative support for AG borrower accounts. Applies established policies, procedures, and relevant laws/regulations to support compliance, maximize recoveries, and deliver high-quality customer service to both internal and external stakeholders. Performs other duties as assigned. 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.**

New Position

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

The function of the Student Loan Programs is to collect on defaulted MI-LOAN loans. As the portfolio ages, accounts can become difficult to collect. This position is responsible for the review and evaluation of accounts referred to the Attorney General's Office (AG) for escalated collections or enforcement actions.

**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:**

**Departmental Technician 7**

One year of experience performing administrative support activities equivalent to the 7-level in state service.

**Departmental Technician 8**

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

**Departmental Technician E9**

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

**Alternate Education and Experience**

**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

**Departmental Technician 8**

Possession of a Bachelor's degree may be substituted for the experience requirement.

**Departmental Technician E9**

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of collection processes and payment arrangement practices

Familiarity with privacy/data protection requirements and record retention standards

Strong attention to detail and data accuracy

Excellent verbal and written communication

Proficiency with MS Office Suite (Excel and Word)

**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

4/15/2026

\_\_\_\_\_  
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