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| <b>Position Code</b><br>1. |
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## POSITION DESCRIPTION

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|---|---|
| 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><br><br>VACANT   | <b>8. Department/Agency</b><br><br>Michigan Department of Lifelong Education, Advancement, and Potential                        |
| <b>3. Employee Identification Number</b>  | <b>9. Bureau (Institution, Board, or Commission)</b><br><br>Office of Higher Education  |
| <b>4. Civil Service Position Code Description</b><br><br>Departmental Analyst-A   | <b>10. Division</b><br><br>Student Aid & Access   |
| <b>5. Working Title (What the agency calls the position)</b><br><br>PROGRAM & ACCESSIBLE FORMS COORDINATOR – MICHIGAN INDIAN TUITION WAIVER   | <b>11. Section</b>  |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br><br>MAURER, JENNIFER K; STATE ADMINISTRATIVE MANAGER-1   | <b>12. Unit</b>   |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br><br>COSME, DIANN; STATE DIVISION ADMINISTRATOR   | <b>13. Work Location (City and Address)/Hours of Work</b><br><br>Landmark Building; LANSING, MI / MONDAY - FRIDAY, 8 AM TO 5 PM |
| <b>14. General Summary of Function/Purpose of Position</b><br><br>This professional position serves as the recognized resource for the Michigan Indian Tuition Waiver in the Student Aid and Access Division, within the Office of Higher Education (OHE). This position is responsible for developing, coordinating, implementing, and maintaining the Michigan Indian Tuition Wavier and requires completing complex tasks and projects, as well as communication with students, postsecondary institutions, stakeholders, Native American communities, executive offices, and the Governor's office on program status, project timelines, metrics, and outcome data. This position serves as the administrator of program policies and procedures, including eligibility requirements, application processes, and legislative reporting requirements for the Michigan Indian Tuition Waiver, using both internal processes and external communications and partnerships. In addition, the position serves as an Accessible Forms Coordinator by supporting the development, review, and maintenance of accessible forms and materials related to the program and broader OHE operations. |   |

**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: 50**

Recognized resources for the Michigan Indian Tuition Waiver, developing program plans, coordinating written/verbal communication regarding policies and procedures, identifying opportunities for improved efficiencies, and providing recommendations.

**Individual tasks related to the duty:**

- Develops program plans for the Michigan Indian Tuition Waiver as a result of analysis of program data, formulation of policy, and preparing program budget recommendations.
- Leads coordination of communication regarding Michigan Indian Tuition Waiver policies and procedures including eligibility requirements, application processes, and legislative reporting requirements with students, high schools, postsecondary institutions, and Native American communities using written/verbal and various media techniques.
- Develops techniques for informing stakeholders to ensure regulatory understanding and compliance by conducting webinars, on-line trainings, focus groups, and other creative ways to deliver programmatic information.
- Analyzes workflow processes to identify opportunities for improved efficiencies and effectiveness and provides recommendations to Program Administrator, Division Director, and other leadership on modifications to policies and procedures.
- Researches, analyzes, and interprets program objectives, regulations, and requirements.
- Collects and analyzes program data necessary for monthly, annual, and ad hoc reporting. Evaluates data to ensure accuracy and timeliness according to requirements.
- Authors program-specific materials including ad hoc reports, fact sheets, and outreach communications.

**Duty 2**

**General Summary:**

**Percentage: 35**

Lead the development, review, and maintenance of accessible forms and documents across all Office of Higher Education programs, including scholarships, grants, outreach initiatives, and internal processes.

**Individual tasks related to the duty:**

- Ensures all forms, templates, and associated materials meet or exceed applicable State of Michigan accessibility standards and policies (e.g., Web Content Accessibility Guidelines (WCAG) 2.1 Level AA), promoting equitable access for all students, staff, and external partners.
- Serve as the primary liaison for accessibility-related inquiries regarding forms and materials providing guidance to internal staff.
- Review existing forms and workflows to identify and resolve accessibility barriers, recommending improvements that enhance usability, compliance, and operational efficiency.
- Collaborate with program teams, systems, and communications to design and implement accessible forms aligned with program requirements and regulatory standards.
- Create and maintain comprehensive documentation, templates, training materials, and best practices guides for accessible form development, distribution, and use.
- Provide ongoing training, technical assistance, and support for internal staff on accessible forms, inclusive communication, and digital accessibility standards.
- Monitor, track, and report accessibility issues or concerns related to forms, ensuring timely resolution and continuous improvement.

**Duty 3**

**General Summary:**

**Percentage: 5**

Works with colleagues across the Office of Higher Education to ensure consistent messaging and streamlined administration of scholarships and grants and outreach programs.

**Individual tasks related to the duty:**

- Work to develop, review, and disseminate electronic communications, mailings, and documents.
- Review and edit report documents for clarity and accuracy.
- Author program content for the annual report.
- Calculate and validate program statistics and other metrics for the annual report.

**Duty 4****General Summary:****Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Administers the collection of funds for the Michigan Nursing Scholarship (MNS).
- Coordinates and supplies the collection of the Teacher Cancellation Low-Income Directory for the U.S. Department of Education.

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

Decisions necessary to ensure the effectiveness of the administration of the Michigan Indian Tuition Waiver, including eligibility requirements, application processes, communications and annual reporting. Identifying Michigan Indian Tuition Wavier needs, making recommendations to the program administrator and division director, and developing processes to ensure program compliance with stakeholders.

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

Process and procedural decisions that are new or unique and do not have a current policy in place or are sensitive in nature. Review, signature, and approval of documents and materials which require leadership approval.

**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.**

Work is performed in a standard office setting. May include long periods in front of a computer monitor or require extra hours to complete seasonal heavier workloads and deadline demands. There may be pressure for quick turn-around times on program development and/or changes from the Governor's office. There may also be times when they will need to attend some events in person for training and information dissemination to the public.

**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 professional position serves as the recognized resource for the Michigan Indian Tuition Waiver in the Student Aid and Access Division, within the Office of Higher Education (OHE). This position is responsible for developing, coordinating, implementing, and maintaining the Michigan Indian Tuition Wavier and requires completing complex tasks and projects, as well as communication with students, postsecondary institutions, stakeholders, Native American communities, executive offices, and the Governor's office on program status, project timelines, metrics, and outcome data. This position serves as the administrator of program policies and procedures, including eligibility requirements, application processes, and legislative reporting requirements for the Michigan Indian Tuition Waiver, using both internal processes and external communications and partnerships. In addition, the position serves as an Accessible Forms Coordinator by supporting the development, review, and maintenance of accessible forms and materials related to the program and broader OHE operations.

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

This position description has been updated to reflect a strategic approach to connecting the Michigan Indian Tuition Waiver to the Student Aid and Access division within the Office of Higher Education. The position has been redefined to focus on the administration of the waiver, utilizing the MiSSG data management system which encompasses all state scholarships and grant programs. In addition, this role will serve as the Accessible Forms Coordinator, ensuring that all forms and related materials comply with accessibility standards to provide equitable access for all users, including individuals with disabilities.

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

The main function of the Student Aid and Access Division is to administer more than \$530 million annually to students to assist with covering their higher education costs. The division seeks to advise students and families, high schools, and postsecondary institutions about the financial aid opportunities available. This position ensures consistent, efficient, and effective administration of the scholarships and grant programs within this division, providing the technical and financial structure that contributes significantly to the achievement of the mission, goals, and objectives of the Office. As the recognized resource, this position provides essential program development and enhancements to the Michigan Indian Tuition Waiver which results in streamlined processes, policies, and partnerships as Michigan works towards increasing the number of students earning a credential to create a more prosperous state.

**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.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the principles and practices of research and analysis.
- Knowledge of the principles of administrative management, including budgeting techniques, office procedures, and reporting.
- Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.
- Knowledge of the legislative process and governmental organization and structure. Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Knowledge of Native American affairs.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.
- Ability to interpret laws, rules, and regulations relative to the work.
- Ability to learn and utilize computer processes.
- Knowledge of Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*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.*

\_\_\_\_\_  
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