

<b>Position Code</b> 1.
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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> Michigan Department of Lifelong Education, Advancement, and Potential
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Office of Higher Education
<b>4. Civil Service Position Code Description</b> Departmental Analyst-A	<b>10. Division</b> Student Success & Strategic Initiatives
<b>5. Working Title (What the agency calls the position)</b> PROGRAM COORDINATOR – FUTURES FOR FRONTLINERS/MICHIGIAN RECONNECT/MICHIGAN ACHIEVEMENT SKILLS SCHOLARSHIP	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> CEDERBERG, ALISHA STATE ADMINISTRATIVE MANAGER	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> BROCKMEYER, MONICA; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> Landmark Building, Lansing MI 48922 / 8:00 a.m. - 5:00 p.m.
<b>14. General Summary of Function/Purpose of Position</b> This position will serve as the recognized resource for the Futures for Frontliners, Michigan Reconnect Scholarship, and support the Michigan Achievement Skills Scholarship in the Student Success and Strategic Initiatives division, within the Office of Higher Education. This position is responsible for developing, coordinating, implementing, and maintaining the Futures for Frontliners, and Michigan Reconnect Scholarship programs, and providing support for the Michigan Achievement Skills Scholarship program. This work requires completing complex tasks and projects and communicating to students, postsecondary institutions, stakeholders, and executive offices, on program status, project timelines, metrics, and outcome data. This position serves as the lead to program policies and procedures, including eligibility requirements, application processes, awards, and payments for the Futures for Frontliners and Michigan Reconnect Scholarship programs using both internal processes and external communications/partnerships. The position supports business operations by contributing to payment calculations and to annual and ad hoc reports. This employee will also review and make recommendations for improvements to the information technology system documentation (MiSSG) and Outreach methods and materials.	

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**

Serves as the recognized resources for the Futures for Frontliners and Michigan Reconnect Scholarship programs.

**Individual tasks related to the duty:**

- Develops program plans for the Futures for Frontliners and Michigan Reconnect Scholarship programs as a result of analysis of program data, formulation of policy, and preparing program budget recommendations.
- Leads coordination of communication for Futures for Frontliners and Michigan Reconnect Scholarship program policies and procedures including eligibility requirements, application processes, awards, and payment with students, high schools, and postsecondary institutions 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: 40**

Provide administrative support for the Michigan Achievement Skills Scholarship program, including direct engagement with students, and coordination of system-level operations.

**Individual tasks related to the duty:**

- Leads coordination of MiSSG Data Management System processes; including application, eligibility business rules, student record updates, and monitoring of awards, payments, and adjustments.
- 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.
- 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.
- 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.
- Provides direct support to students navigating the application, eligibility, and payment processes.

**Duty 3**

**General Summary:**

**Percentage: 5**

Work 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 counts, payments, and other metrics for the annual report.
- Analyzes workflow processes to identify opportunities for improved efficiencies and effectiveness.
- Participates in meetings, email, and other communications with system vendor to identify and resolve issues.

**Duty 4**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- 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.**

Decisions necessary for the effective administration of the scholarship and grant and Outreach programs including eligibility requirements, application processes, awards, payment and communications.

**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 data requests 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):**

- |   |                                    |   |                                   |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work.                      |
| N | Provide formal written counseling. | N | Approve work.                     |
| N | Approve leave requests.            | N | Review work.                      |
| N | Approve time and attendance.       | N | Provide guidance on work methods. |
| N | Orally reprimand.                  | N | 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 will serve as the recognized resource for the Futures for Frontliners, Michigan Reconnect Scholarship, and support the Michigan Achievement Skills Scholarship in the Student Success and Strategic Initiatives division, within the Office of Higher Education. This position is responsible for developing, coordinating, implementing, and maintaining the Futures for Frontliners, and Michigan Reconnect Scholarship programs, and providing support for the Michigan Achievement Skills Scholarship program. This work requires completing complex tasks and projects and communicating to students, postsecondary institutions, stakeholders, and executive offices, on program status, project timelines, metrics, and outcome data. This position serves as the lead to program policies and procedures, including eligibility requirements, application processes, awards, and payments for the Futures for Frontliners and Michigan Reconnect Scholarship programs using both internal processes and external communications/partnerships. The position supports business operations by contributing to payment calculations and to annual and ad hoc reports. This employee will also review and make recommendations for improvements to the information technology system documentation (MiSSG) and Outreach methods and materials.

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

This position has been updated and will provide support for the Michigan Achievement Skills Scholarship in addition to F4F/Reconnect. The position now supports all MiSSG based scholarships offered by the Student Success and Strategic Initiatives Team. As such, the position was moved from reporting to the program administrator in Student Access and Aid to report to the SSSI program administrator.

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

The main function of the Student Success and Strategic Initiative division is to increase the number of working-age adults with a skill certificate or college degree to 60% by 2030. The division works to close the skills gaps, increase opportunities, and make Michigan a more competitive for inclusive economic growth. 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.

**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.
- 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.

**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.*

\_\_\_\_\_  
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