

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

Position Code 1. DEPTALTEJ43Y

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 Michigan Department of Lifelong Education, Advancement, and Potential
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Higher Education
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Student Aid & Access
5. Working Title (What the agency calls the position) Program Coordinator	11. Section
6. Name and Position Code Description of Direct Supervisor MAURER, JENNIFER STATE ADMINISTRATIVE MANAGER	12. Unit
7. Name and Position Code Description of Second Level Supervisor COSME, DIANN; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Monday-Friday 8:00am-5:00pm. 105 W. Allegan St. Lansing, MI 48933

14. General Summary of Function/Purpose of Position

Professional position responsible for administering multiple scholarship and grant programs within the Student Aid and Access Division, Office of Higher Education. This position will coordinate with students, high schools, and postsecondary institutions to administer program policies and procedures, including eligibility requirements, application processes, awards, and payments using both internal processes and external communications/partnerships. Will contribute to quarterly payment calculations and to annual and ad hoc reports. This employee will support business operations by reviewing and making 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: 70

Administer scholarship and grant programs and Outreach initiatives.

Individual tasks related to the duty:

Research, analyze, and interpret program objectives, regulations, and requirements.

Partner with stakeholders to ensure regulatory understanding and compliance. This includes verifying state program eligibility and communicating stakeholder obligations under state regulations and compliance with federal student aid packaging rule and regulations.

Coordinate and communicate 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.

Collect and analyze program data necessary for monthly, annual, and ad hoc reporting. Evaluate data to ensure accuracy and timeliness according to requirements.

Author program-specific materials including ad hoc reports, fact sheets, and outreach communications.

Develop techniques for delivering information via electronic media with interactive capability.

Conduct webinars, on-line trainings, and other creative ways to deliver programmatic information.

Calculate and validate quarterly payments for transmission to stakeholders.

Recommend modifications to policies and procedures to Departmental Manager.

Duty 2

General Summary:

Percentage: 10

Assist with the efficient and effective implementation of the system (MISSG) technology used to deliver funds

Individual tasks related to the duty:

Analyze workflow processes to identify opportunities for improved efficiencies and effectiveness.

Participate in meetings, email, and other communications with system vendor to identify and resolve issues.

Duty 3

General Summary:

Percentage: 10

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.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

Analyze the geographical origin of aid applications in order to target Outreach specific to each program.

Develop metrics to establish and measure outreach outcomes across stakeholder groups (e.g. students, High Schools, and postsecondary institutions).

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?

Professional position responsible for administering multiple scholarship and grant programs within the Student Aid and Access Division, Office of Higher Education. This position will coordinate with students, high schools, and postsecondary institutions to administer program policies and procedures, including eligibility requirements, application processes, awards, and payments using both internal processes and external communications/partnerships. Will contribute to quarterly payment calculations and to annual and ad hoc reports. This position will support business operations by reviewing and making 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.

n/a

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.

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 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate effectively through written and verbal techniques; tact; diplomacy; ability to handle stressful interpersonal situations at all levels; Knowledge of dealing directly with student financial assistance programs on complex policies and/or financial matters is desired. Knowledge of Information Technology systems is extremely helpful.

**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