

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) Office of Postsecondary Financial Planning (OPFP)
4. Civil Service Position Code Description STATE DIVISION ADMINISTRATOR	10. Division Student Loan Repayment Division (SLRD)
5. Working Title (What the agency calls the position) Division Director	11. Section
6. Name and Position Code Description of Direct Supervisor WADE-LOTT, ROBIN R; STATE BUREAU ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor GOOD, ANN E; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work 430 W Allegan, Lansing MI 48933 / Monday - Friday 8:00 A.M. - 5:00 P.M.

14. General Summary of Function/Purpose of Position
Professional position responsible for serving as the Director of the Bureau's Student Loan Repayment Division. The Division is responsible for the development and implementation of programs and policies for the effective administration of services to support the student loan responsibilities assigned to the Bureau. Fiscal oversight responsibilities include administration of outstanding student loans, delinquent student loans, monitoring of contracted loan servicers, accounting and finance, reporting, and audit liaison. This position will provide the financial management structure that contributes significantly to the achievement of the missions, goals, and objectives of the 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: 40**

Plan, direct, and administer the operations and activities pertaining to loan services and claims and collections within the Student Loan Repayment Division.

Individual tasks related to the duty:

- Oversee administration of outstanding current and delinquent student loans. Student loans outstanding include: the Federal Family Education Loan Program (FFELP) to students (Stafford Loans) and to parents of dependent undergraduates (PLUS Loans), borrowers consolidating certain student loans (Consolidated Loans), and private loans made under the MI-Loan Program.
- Oversee claims and collections activity, loan servicing and loan servicing contracts. Monitor outside loan service providers' compliance and performance. Current primary outside loan service providers include PHEAA, Nelnet, and Firstmark Services.
- Oversee Michigan Guaranty Agency and Student Loan Programs operations.
- Oversee the accounting and reporting of loan services and claims and collections activity to assure compliance with applicable accounting and audit standards.
- Assist the Michigan Finance Authority (MFA) in bonding and financing transactions related to the student loan portfolio.
- Administer all aspects of multi-million dollar guarantor servicing and lender contracts that provide front end and back end processing for the state's student loan portfolios.

Duty 2

General Summary: **Percentage: 30**

Oversee the operations of the Bureau's Student Loan Repayment Division. Establish long range goals for the Division and assist with determining methods for carrying out the broad overall policies of the Bureau, consistent with the Department's mission and goals.

Individual tasks related to the duty:

- Establish program objectives, goals, and priorities and determine operating policies and implementation methods within the context of overall agency policies and guidelines.
- Direct the activities of staff in the implementation of agency programs and policies.
- Advise staff in the resolution of sensitive, complex, or precedent-setting situations; determine appropriate course of action; assign responsibilities and monitor actions and responses.
- Direct and review research in such areas of program operations as management systems development, assessment of target audience needs and program evaluation. Determine need for improvement.
- Oversee fiscal analysis of public policy issues relating to the Student Loan Division and constituencies, including analysis of pending Federal and State legislation, and the drafting and implementing of policies and directives.
- Evaluate employee performance during and at the end of the year on a timely basis. Provide constructive feedback regarding meeting performance objectives and take corrective action on employee's performance as needed.

Duty 3

General Summary: **Percentage: 10**

Maintain national and state networks to ensure that the Department's fiscal interests and activities are protected and well-served.

Individual tasks related to the duty:

- Within rules established by the administration, maintain memberships and actively participate through attendance at national conferences and meetings.
- Interface with senior U.S. Department of Education officials to identify and resolve financial issues, problems, and concerns and to seek clarification when required.
- Maintain frequent contact with contracted loan servicers.
- Address groups, committees and staff regarding fiscal-related policy issues.
- Maintain effective relationships with State and Federal officials, Treasury Executive Office, Governor's Office and the Legislature.
- Assist in the response to inquiries from legislators and/or the Governor's Office.
- Oversee the administration or collection activities associated with programs such as Mi Teacher Fellowship or future student lending or refinance initiatives.

Duty 4

General Summary: **Percentage: 10**

Responsible for advocacy activities to ensure program maintenance. Assist as needed with performing other duties assigned to the Bureau.

Individual tasks related to the duty:

- Initiate and oversee presentations to internal and external constituents and organizations, as appropriate.
- Attend trade conferences, as appropriate.
- Other duties as assigned by the Bureau Director.

Duty 5

General Summary:

Percentage: 10

In coordination with other State Division Administrators assist the Director in evaluating the current organizational structure, operations and procedures of the Office of Postsecondary Financial Planning.

Individual tasks related to the duty:

- Make recommendations that result in more efficient and effective Bureau operations and procedures.

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 general planning and effective administration of the Division's programs and operations.

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

- For overall guidance and supervision.
- For review and approval of documents which require the Bureau Director, Chief Deputy State Treasurer, and/or State Treasurer approval.
- Review recommendations for program improvements which results in efficient and effective program administration.

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.

Travel, overnight stays and/or extended work hours may be required. Time restrictions and contact with top level executives, legislative officials, and the public on highly sensitive matters may result in stressful situations.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
MULLIN, DANIEL T	DEPARTMENTAL SPECIALIST-2 13	VACANT	EXECUTIVE SECRETARY-E
SPITZLEY, MICHELLE L	STATE ADMINISTRATIVE MANAGER-1 15		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work. |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work. |
| <input checked="" type="checkbox"/> Approve leave requests. | <input checked="" type="checkbox"/> Review work. |
| <input checked="" type="checkbox"/> Approve time and attendance. | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand. | <input checked="" 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 will be responsible for serving as the Director of the Student Loan Repayment Division. This position will provide the financial management structure that contributes significantly to the achievement of the missions, goals, and objectives of the Division. All duties listed are essential to this position.

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

Requesting to update the PD on file, as there is not a PD in Paris. Structural changes have occurred since establishment, this position is now within the Office of Postsecondary Financial Planning (OPFP). The essential duties and job functions have not changed. Added responsibility for the oversight of collection activities related to MI Teacher Fellowship as well as any future student lending or refinance programs. Added responsibility for the oversight of all aspects of the Student Loan Programs section including the lending and private loan portfolios. Removed responsibility to maintain active lender relationships. Removed singular focus on Michigan Guaranty Agency (MGA) to both MGA and Student Loan Program portfolios.

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

This position will be responsible for serving as the Director of the Student Loan Repayment Division. The Division is responsible for the development and implementation of programs and policies for the effective administration of services to support the student loan responsibilities assigned to the Bureau. Fiscal oversight responsibilities include administration of outstanding student loan portfolios, monitoring of contracted loan servicers, accounting and finance, reporting, and audit liaison. This position will provide the financial management structure that contributes significantly to the achievement of the missions, goals, and objectives of the Bureau.

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:

State Division Administrator 17

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

Alternate Education and Experience

State Division Administrator 17

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

Preferred: Two years of experience dealing directly with high level local government officials on complex policy and/or financial matters; equivalent combination of education and experience which can be shown to provide the required knowledge, skills, and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles of administrative management, program planning, and fiscal management. Ability to communicate effectively; tact, diplomacy; ability to handle stressful interpersonal situations at all levels; ability to motivate and lead others; and ability to develop policies and procedures affecting major programs and operations.

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.

CARLA JENKS

Appointing Authority

10/23/2024

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