

## Job Description

<b>Job Title</b>	Student Loan Ombudsman		
<b>Job ID</b>	25635		
<b>Date Opened</b>	04/03/2024		
<b>Date Closed</b>	05/17/2024		
<b>Location</b>	1050 1st Street, NE		
<b>Full/Part Time</b>	Full-Time	<b>Type of Appointment</b>	MSS - Reg Appt
<b>Regular/Temporary</b>	Regular		
<b>Agency</b>	SR	Insurance, Securities and Bank	
<b>Area of Consideration</b>	Open to Public		
<b>Grade</b>	14		
<b>Bargaining Unit</b>	CH11	Non Union - Chapter 11	
<b>Minimum Range</b>	\$114,441.000000	<b>Maximum Range</b>	\$160,216.000000
<b>Target Openings</b>	1	<b>Available Openings</b>	1

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### General Job Information

#### Job Summary

This position is in the District of Columbia's Department of Insurance, Securities and Banking (DISB), Office of the Student Loan Ombudsman. DISB protects the interests of District of Columbia consumers from unfair and abusive practices, while providing an equitable business arena for the regulated entities operating in Washington, DC. DISB exercises statutory authority through chartering depository institutions, licensing mortgage companies and money services businesses, conducting safety and soundness examinations, compliance examinations, investigations of consumer services complaints, enforcement actions, and proposing regulatory policy, new legislation and revisions to existing laws and regulations. The mission of the Department of Insurance, Securities, and Banking (DISB) is three-fold: cultivate a regulatory environment that protects consumers and attracts and retains financial services firms to the District; empower and educate residents on financial matters; and provide financing for District small businesses.

This position serves as the District's Student Loan Ombudsman (SLO) and has responsibility for providing District residents with professional assistance in problem resolution related to interactions with student loan servicers. The SLO also has responsibility for providing residents with accurate and timely communication regarding any issues arising from the nonpayment or default of student loans. The incumbent will identify trends and potential problems, making reports related to the student loan. The incumbent will contribute to policy reviews and recommend changes that are needed to improve the licensing and regulation of student loan servicers and to promote citizen education related to managing student loan.

#### Duties and Responsibilities

Incumbent receives complaints and concerns from District parents, borrowers, students, prospective borrowers, concerning all aspects of student loan servicing matters. Determines the validity of any complaint quickly and professionally and responds to complaints and concerns in a timely fashion with accurate and helpful information. Maintains a database that tracks and compiles complaints and concerns received according to various categories, including but not limited to the servicing entity and loan type and location. Periodically analyzes the data, identify systemic concerns related to public education student loan servicing and reports on patterns of complaints and concerns that suggest a need for a policy change, additional agency or community training, or the implementation of strategic action to address an issue.

Submits reports as required by law, including recommendations of policy changes, staff agency training, community outreach and strategies to improve the delivery and outcomes of the student loan servicing industry in the District. Analyzes and monitors the development of relevant federal and local legislation, regulations, and policies affecting borrowers. Serves or leads committees or workgroups

on relevant policy issues. Provides guidance and supports with student loan servicer examinations conducted by DISB to determine compliance with applicable laws and regulations, and provide expertise related to corrective actions.

### **Qualifications and Education**

*Specialized Experience* is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression.

Examples of specialized experience include: performing consumer finance; all aspects of student loan servicing and debt collection matters; and residential mortgage issues or other related work experience.

### **Licenses and Certifications**

None

### **Other Significant Factors**

**Tour of Duty:** Monday - Friday 8:15 am - 4:45 pm

**Pay Plan, Series and Grade:** MS-0301-14

**Duration of Appointment:** MSS - Regular Appointment

**Promotion Potential:** No known promotion potential

**Collective Bargaining Unit (Non-Union):** This position is not in a collective bargaining unit.

**MSS At-Will Statement:** Positions in the Management Supervisory Service (MSS) serve at the pleasure of the appointing authority and may be terminated at any time with or without cause.

**Position Designation:** This position has been deemed Safety Sensitive under the guidelines of the DC Personnel Manual. Incumbents of this position are subject to enhanced suitability screening pursuant to Chapter 4 of DC personnel regulations.

**Residency Requirement:** If the position you are applying for is in the Career, Management Supervisory, or Educational Service at an annual salary of one hundred fifty thousand dollars (\$150,000) or more, you must establish residency in the District of Columbia within one hundred eighty (180) days of the effective date of the appointment and continue to maintain residency within the District of Columbia throughout the duration of the appointment.

**EEO Statement:** The District of Columbia Government is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.