

## Job Description

<b>Job Title</b>	Student Loan Examiner		
<b>Job ID</b>	18087		
<b>Date Opened</b>	07/15/2022		
<b>Date Closed</b>	07/28/2022		
<b>Location</b>	1050 1st Street, NE		
<b>Full/Part Time</b>	Full-Time	<b>Type of Appointment</b>	Career Service - 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>	12		
<b>Bargaining Unit</b>	1_2	Compensation Unit 1 & 2	
<b>Minimum Range</b>	\$85,209.000000	<b>Maximum Range</b>	\$109,023.000000
<b>Target Openings</b>	1	<b>Available Openings</b>	1

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### General Job Information

#### Job Summary

This position is located in the District of Columbia Government (District), Department of Insurance, Securities and Banking (DISB), Student Loan Ombudsman Program (Program). The Program licenses and regulates student loans servicers in the District of Columbia, and investigates and resolves borrower complaints, monitors education policy, and makes legislative and rulemaking recommendations on issues impacting student loan debt management to the United States Congress, Federal Department of Education, District Council and Mayor Office.

#### Duties and Responsibilities

Conducts examinations of student loan servicer portfolios to assess fiscal health and overall compliance with rules and regulations. Recognizes improper factors and causes, unsafe and unsound practices, and other violations of government laws and regulations. Reviews and evaluates student loan servicer financial statements, policies and procedures, internal controls, and overall operations to assess compliance with District and Federal consumer protection laws and regulations and other industry standards.

Drafts comprehensive reports of findings which cite violations of law and includes recommendations for compliance. Investigates student loan servicing errors and student loan servicer regulatory compliance with loan management servicing. Communicates with student loan servicer management to facilitate the examination process and to discuss potential findings and corrective actions; develops and makes recommendations for compliance and other improvement actions. Participates in formal exit meetings with senior-level management.

#### Licenses and Certification

None

#### 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.

#### Working Conditions/Environment

The work is primarily sedentary, although some slight physical effort may be required. The work requires periods of standing, bending, stooping, and carrying of light items.

#### Other Significant Facts

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

**Pay Plan, Series, Grade:** CS-1801-12

**Promotion Potential:** No Known promotion potential

**Duration of Appointment:** Career Services - Regular Appointment

**Collective Bargaining Unit (Union):** This position is in a collective bargaining unit (AFSCME 2743), and you may be required to pay an agency service fee through direct payroll deduction.

**Position Designation:** This position has been deemed Security Sensitive under the guideline of the DC Personnel Manual. Incumbents of this position are subject to enhanced suitability screening pursuant to Chapter 4 of DC personnel regulations. Accordingly, incumbents must successfully pass a criminal background and consumer credit check as a condition of employment and will be subject to periodic criminal background checks for the duration of their tenure.

#### **Vaccination Requirement**

The Government of the District of Columbia values the safety of our employees, our residents, and our visitors. In support of these values, if you are selected for this job, you must be fully vaccinated against COVID-19, except when vaccination is not medically advised or violates your sincerely held religious beliefs. If you are invited to join our team, you must submit proof that you are fully vaccinated against COVID-19 to your initial HR representative, or you must request an exemption from your representative. New employees must either provide proof of vaccination or be granted a medical or religious exemption before working with the Government of the District of Columbia.

#### **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.