

Job Description

Job Title	Student Loan Ombudsman		
Job ID	25121		
Date Opened	02/14/2024		
Date Closed	03/14/2024		
Location	1050 1st Street, NE		
Full/Part Time	Full-Time	Type of Appointment	MSS - Reg Appt
Regular/Temporary	Regular		
Agency	SR		Insurance, Securities and Bank
Area of Consideration	Open to Public		
Grade	14		
Bargaining Unit	CH11		Non Union - Chapter 11
Minimum Range	\$114,441.000000	Maximum Range	\$160,216.000000
Target Openings	1	Available Openings	1

[Return to Previous Page](#)
[Switch to Internal View](#)

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.