

Janice M. Malishefski

Associate Director of Litigation/Complex Collections

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For Janice, every journey—whether professional or personal—is about creating value and building strong, lasting connections.

With over 27 years of professional experience, Janice Malishefski brings a wealth of knowledge in leadership, operations, and process improvement. In her role as Associate Director of Litigation & Complex Collections, Janice works closely with the Litigation Support Team to deliver the best work possible while remaining efficient. In addition, she leads many operational initiatives to streamline our services and maintain positive relationships with new and existing clients, becoming a key contact for high-level matters. She leads the department's client satisfaction measurements, ensuring that work is performed according to client guidelines and that client communications are accurate and timely.

Janice is a Lean Six Sigma Black Belt and a passionate advocate of servant leadership, consistently empowering her teams to perform at their best. Janice's commitment to process efficiency has driven cost-effective initiatives. Known for her organized, empathetic, and motivated approach, Janice has consistently achieved top engagement scores in her management roles. Her leadership style centers on fostering an environment where employees are encouraged to excel, which, in turn, enhances the success of the organization.

Outside of work, Janice lives in Painesville, OH, with her two children, Taylor and Carter, and her partner, Brent. She enjoys traveling, especially to Destin, FLA, cooking, hitting the gym, and spending time with her pets.

Education

- M.B.A., Myers College, 2005
- B.A., Hiram College, 2003
- A.A., Lakeland Community College, 2001