Position Summary: Provides program and administrative support to the Financial Aid Office under the supervision of the Director of Financial Aid. Oversee a wide variety of activities that require a significant degree of independent thinking, decision-making and action under conditions of general supervision. These activities include, but are not limited to, office manager back-up duties, assisting with Student Employment functions, website updating, state and federal program reconciliation, and preparing office for upcoming state audit.

A. Back-up for Office Manager (15%)
   1. Supervising the office reception area with high level of knowledge to telephone, email and over the counter inquires about a wide range of financial matters including:
      a. Assist students with problem resolution.
      b. Advise students’ parents as needed.
      c. Refer students to appropriate office; arrange appointments for Director, Information Manager, and Student Services Coordinator.
      d. Serve in a “triage” role, either advising the student as appropriate or referring the student to the appropriate counselor or office (75% of students' questions are answered at the front desk). Review student financial aid tracking screens to answer general and detailed questions such as determining current status, whether appropriate application material is on file and communicate that information to the student and/or parent. Interpret and advise students using numerous screens and student data base. Extensive knowledge of student information and reporting systems is required.
         1. Determine a student’s eligibility for various aid programs, including the transferring of eligibility between programs. This involves extensive knowledge of complex regulations and institutional policy.
         2. Counsel students regarding responsibilities as student borrowers. Inform students of loan options, interest rates, deferment, default, and loan consolidation information.
   2. Manage the receipt, recording, filing and scanning of student documents.
      a. Audit financial aid documents for compliance with established polices and procedures. This includes reviewing each document for completeness and accuracy and returning forms that are not acceptable.
      b. Take off check list in Peoplesoft and scan documents into Image Now.
      c. Do quality assurance on scanned document, link to appropriate student.
      d. Distribute scanned documents to ensure proper workflow is completed.
      e. Track incomplete and follow up scanned documents.
      f. Follow federal, state, and institutional guidelines in regard to record retention for both paper and electronic documents.
      g. Collaborate with Information Manager to improve system.
   3. Responsible for incoming paper mail and distribute accordingly.
   4. Assist with the development and recommendation of polices, procedures, guidelines and instructions to improve administrative and operating effectiveness
   5. Ensure adequate office coverage during open hours.
   6. Assist in answering Student Employment questions as needed:
      a. Assist supervisors and students with questions/concerns.
      b. Collect documentation: W-4, I-9, direct deposit, selective service, international student documentation and contracts.
   7. Attend Bi-weekly departmental staff meetings.

B. Assist in Summer College Packaging (10%)
   1. Screen each application for completeness and accuracy.
   2. Prepare electronic record and prepare file for packaging.
   3. Send correspondence to student to comply with polices and procedure or alternative funding.

C. Assist with Student Employment functions (until current Coordinator is fully functioning and program is revised) (15%)
   1. Reconcile work study
   2. Off campus work study billing
   3. Verifying international student tax data on Glacier
4. Updating handbooks
5. Identifying changes in business processes as needed.

D. Update and revise website (10%)
   1. Both FA and Student Employment require a makeover: identify a new layout, and update as necessary.

E. Reconciliation of state and federal programs: HEAB, Work Study, Pell and Direct Loan (10%)
   1. Reconcile each of these aid programs to PeopleSoft, WISDM, and federal or state records, as appropriate.

F. Implement Cash Course (Financial Literacy program) (5%)
   1. Work with FYE office to get Cash Course up and running and identify how it would be best used to serve our students.

G. Loan Default Prevention (10%)
   1. Identify the students that are behind on loan payments and build a communication plan to help them rehabilitate before they go into default.

H. Prepare office for LAB Audit scheduled in early May 2012 (10%)
   1. Review policies and documentation, and update as necessary.
   2. Gather necessary data to complete audit.
   3. Audit follow-up as required.

I. Job, Location, and Development Program (5%)
   1. Work with Career Services to contact employers for hiring information.
   2. Develop marketing for local area businesses for posting positions.
   4. Run reports out of Jacket Jobs as needed.

J. Other duties as assigned (10%)

Knowledge/Skills

All Excellent communication skills, both written and verbal.
All Knowledge of Financial Aid policies and procedures.
All Ability to read and interpret Financial Aid Handbook and Manuals.
All Ability to comprehend, interpret and implement Federal, State and University rules and regulations.
All Strong interpersonal skills; ability to deal effectively with difficult situations.
All Accuracy, attention to detail, and service-oriented attitude.
All Computer skills, including Peoplesoft, Image Now, HRS, Excel, Word, and Internet.
All Ability to work with all personnel, students, faculty, and staff with a high degree of professionalism.
All Ability to work under general or no supervision.