Working Title: Compliance and Data Coordinator, Financial Aid  
Hays Hill Title: Student Services Coordinator, Associate; 100% (12 month) appointment  
Position Reports to: Director, Financial Aid

Position Summary:
Provide compliance for the Financial Aid Office under the supervision of the Director of Financial Aid. This includes monitoring of regulations, making recommendations, and implementation of policy. Oversee a wide variety of activities that require a significant degree of independent thinking, decision-making and action under conditions of general supervision. Gather and prepare data for internal and external constituents. Coordinate and provide direct and indirect student services.

Duties and Responsibilities:

A. Monitor regulations and policies at the Federal, State and Institutional Level to ensure compliance
   1. Work with Director to identify risks to the organization within the department and suggest/discuss risk reduction options.  
   2. Monitor daily ED announcements and industry news (NASFAA, FSA Handbook, ISIR Comment Codes, IFAP, etc), to identify regulatory changes, impact on workflow, and compliance.  
   3. Research required information as needed for policy changes and additions.  
   4. Coordinate training with office staff, and/or other areas on campus to ensure full compliance for our Financial Aid Program and Title IV funding eligibility.  
   5. Review and organize current office policies and procedures, identify gaps in documentation, and monitor on an ongoing basis to ensure appropriate documentation updates are done.  
   6. Monitor and maintain consumer information/communications in accordance with federal guidelines.

B. Data Requests/Monitoring
   1. Serve as contact person for outside audit/report agencies. Gather and prepare data for Federal, State, and Institutional audits and reports, or for Staff requests, as needed. This includes writing/editing queries in both PeopleSoft and Microsoft SQL and collaborating with other campus offices, such as IT and Institutional Effectiveness.  
   2. Initiate, execute and document internal data gathering for compliance and accuracy. This includes communication with appropriate staff and faculty, making recommendations, and identifying and/or executing necessary adjustments, for the following areas and others as needed:  
      a. Pell review  
      b. Housing budget review  
      c. Dropped credits/R2T4 identification  
      d. Need based earnings for conflicting information on ISIR review  
      e. Non-resident tuition waiver/Pell status review  
   3. Create and maintain “warehouse” of data for use by Financial Aid Office.  
   4. Create and maintain a master calendar of reporting requirements.

C. Internal Auditing
   1. Student Payroll, as required for separation of duties  
      a. Audit each student payroll to ensure appropriate approval of hours.  
      b. Complete a comprehensive audit of one student payroll period per term, verifying every aspect of the payroll process.  
   2. Verification for Federal compliance  
   3. Return of Title IV Fund calculations for Federal compliance  
   4. Conflicting information for Federal compliance

D. Reconciliation of federal, state and institutional programs
   1. Reconcile aid programs to PeopleSoft, WISDM, Student financials, and Federal or state records, as appropriate.

E. Loan Default Prevention
1. Coordinate with Federal loan servicers and default prevention vendor to identify former students that are behind on loan payments and execute a communication plan for rehabilitation.

F. **ImageNow Manager**
   1. Oversee setup and administration of FA ImageNow system.
   2. Work with application services to maintain the workflow process.
   3. Plan and test enhancements and upgrades to ImageNow system.

G. **Collaborate with and assist other Financial Aid staff**
   1. Assist Information Manager (during heavy processing and to cover absence):
      a. Load ISIR files, resolve conflicting information, and send missing information communications.
      b. Disburse financial aid.
   2. Collaborate on the management of the website.
   3. Assist with responding to finaid email account.

H. **Other duties as assigned**
   1. Serve as primary Financial Literacy Program vendor contact
   2. Manage Lawton grant GradReady requirements.
   3. Conduct student estimates for Return of Title IV Funds calculations.
   4. Prepare Summer College Aid files for packaging.
   5. Advise students on financial aid topics as necessary.
   7. Other.

**Knowledge, Skills and Abilities:**
- Excellent communication skills (oral and written)
- Skilled in data collection and interpretation, as well as problem-solving.
- Ability to handle large volumes of work and accurately track many details; meet deadlines and perform multiple tasks
- Ability to work with a high level of accuracy in a fast-paced environment with many interruptions
- Ability to read and comprehend technical documentation and federal regulations
- Knowledge of aid programs, including Wisconsin Higher Education Aids Board, Federal College Work Study, Pell Grant, SEOG, Human Resource System, Direct Loan, Tuition Waivers, Foundation scholarships, Veterans Benefits, etc.
- Comprehensive knowledge of federal and state financial aid regulations and need analysis
- Working knowledge of FERPA rules and regulations and ability to ensure compliance
- Skill in effective leadership, teamwork, and customer service
- Ability to work with confidential and sensitive information and records
- Ability to commit to the highest ethical standards
- Ability to demonstrate good judgment in decision making
- Ability to work with diverse populations

**Minimum Qualifications:**
- Bachelor’s Degree
- Customer service experience

**Preferred Qualifications:**
- Two years progressive financial aid experience in a higher education setting
- Demonstrated computer proficiency in Microsoft Office, especially Excel
- Experience with PeopleSoft, specifically the Financial Aid module, and Query writing
- Experience writing/editing queries in Microsoft SQL