UNIVERSITY OF WISCONSIN-SUPERIOR
POSITION DESCRIPTION
Student Services Coordinator

Hayes Hill Title/Level:  Associate/No-Prefix/Senior Student Services Coordinator
100% 12 month appointment

Position Reports to:  Director of Financial Aid

Position Summary:
Serve as the primary outreach person for the financial aid office; this includes individual and family counseling in person, on phone, and in large and small group settings, both on and off campus. Coordinate all state funding, verification, adjustment of aid files, and JLD program. This position relies heavily on student financial aid processing knowledge.

Duties and Responsibilities:
Conduct student interest and financial aid advising sessions
• Advise students (and families, as appropriate) regarding financial aid processes and procedures according to federal, state and institutional guidelines.
• Assist students with problem resolution
• Create and conduct financial aid outreach programming
• Respond to financial aid email account inquiries

Coordinate and perform verification of student information
• Remain current on federal and institutional requirements for verification
• Advise FAO staff in verification policy-making decisions.
• Update verification forms as necessary
• Update consumer information regarding verification
• Work with Information Manager to incorporate new verification requirements in computer system
• Perform verification of student documents with application data
• Identify conflicting information and work with student to resolve

Coordinate State Grant Programs
• WHEG, TIP, Indian, FFWS, TAG
• Reconcile accounts
• Resolve eligibility discrepancies

Coordinate JLD program
• Review federal requirement of program and update or implement as necessary
• Coordinate with Career Services to make contacts with prospective employers
• Collect student/employer data when hire occurs

Adjust financial aid awards
• Adjust awards as necessary based on student request and new information received
• Run revised award letters
• Remain current on federal, state and institutional awarding guidelines

Develop and maintain FAO website
• Maintain content of website and modify or enhance as necessary, including outside scholarships
Other duties as assigned, including

- Represent University and FAO at financial aid seminars, workshops and conferences
- Keep informed on financial aid regulations
- Back-up for student payroll
- Conduct bi-weekly payroll compare and full audit once per semester
- Provide leadership and supervision in absence of the Director and Information Manager

Knowledge, Skills and Requirements:
1. Ability to work with confidential and sensitive information and records.
2. Ability to commit to the highest ethical standards.
3. Comprehensive knowledge of federal and state financial aid regulations and need analysis.
4. Knowledge of, and experience in, project management.
5. Excellent analytical and problem solving skills, along with demonstrated attention to detail
6. Exhibit good judgment in decision making.
7. Effective oral and written communication skills including group facilitation and group presentation.
8. Considerable knowledge and understanding of the Financial Aid schedule of activities throughout the year.
9. Considerable experience with MS Office and PeopleSoft Student Administration software.
10. Working knowledge of FERPA rules and regulations and ability to ensure compliance.
11. Ability to maintain accuracy and detail amidst interruptions and under pressure.
12. Ability to work well with diverse people and groups with different levels of technical ability.
13. Skill in effective leadership, teamwork and customer service
14. Ability to work nights and weekends as needed.

Minimum Qualifications:
- Bachelor’s degree.

Preferred Qualifications:
- Master’s degree.
- Experience using PeopleSoft Student Administration software, specifically as it relates to Financial Aid.
- Experience using an Imaging System.
- Experience working with business process improvement.
- Experience in higher education, preferably in financial aid.
- Experience and comfort with large group presentation.