

COORDINATOR OF FINANCIAL AID PROGRAMS
Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA CODE: EXEMPT
SALARY CODE: 20
REPORT TO: DIRECTOR OF FINANCIAL AID
REVIEWED DATE: MAY 06, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Responsible for analyzing and interpreting policies, procedures and eligibility for financial aid and for developing and implementing processes associated with the coordination of state, federal, and local financial assistance programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates assistance to students concerning application requirements for state, federal, and institutional programs including but not limited to FAFSA, TEXAS Grant, TEOG, Top 10%, EDAIDE, EHSG, and Hazelwood.
- Reviews and evaluates documentation to determine student eligibility for a wide variety of federal, state and district grants, scholarships and other financial assistance programs.
- Develops and implements financial aid workshops and outreach programs for prospective and currently enrolled students and their families.
- Informs and advises students and their families regarding availability of funding from various sources; application process and procedures; and rights and responsibilities related to student financial assistance.
- Interprets federal tax returns as they apply to student eligibility; resolves conflicts between application for aid and supporting documentation.
- Applies and monitors the College satisfactory progress policy to determine continued student eligibility.
- Coordinates operational and compliance aspects of financial assistance programs such as: Federal College Work Study, Scholarships, Pell Grants, Supplemental Educational Opportunity Grant, State Grants, and other available funds.
- Awards financial assistance from a variety of possible sources; coordinates release of funds; and identifies and resolves problems related to effective delivery of funds.
- Reconciles financial aid accounts with government agencies and College Finance Department; resolves issues such as overpayments and incorrect disbursements.
- Coordinates communication regarding financial aid with other College departments, state and federal agencies.

COORDINATOR OF FINANCIAL AID PROGRAMS

Job Description

- Maintains accurate files and records; uses specialized programs to input data and generate federal, state and local reports and statistical data as required by funding sources; analyzes, verifies and reconciles financial and statistical data in reports.
- Assists in budget development and monitors program budgets and expenditures.
- Transmits and receives electronic funds and information from state, federal and local agencies.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Maintains awareness of best practices, emerging trends and new legislation relating to Student Financial Aid functional area.
- Represents the Student Financial Aid interests of the College in regional and state meetings and serves as liaison to other colleges and universities within the state and region for work on collaborative grants and projects relating to financial aid.
- Assists with the development, implementation and monitoring of related policies and procedures in collaboration with College Student Services functional area.
- Assists with the process for systematic review and evaluation of Student Financial Aid functional area per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Participates in the process for systematic review and evaluation per the institutional effectiveness model adopted by the College.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.

COORDINATOR OF FINANCIAL AID PROGRAMS

Job Description

- Knowledge of tax laws applicable to financial aid.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.
- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to establish and maintain positive and effective working relationships with students, College employees and the public.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to perform and excel in a high-tech all-digital environment.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university with three (3) years direct experience working in the financial aid functional area in a college or university setting or an associate's degree from an accredited college or university with five (5) years of direct experience working in the financial aid functional area in a college or university setting.
- Must have experience with financial aid rules and regulations and with advising students regarding financial aid programs within a higher education setting.
- Experience with working effectively in a team environment with a customer service focus.

PREFERRED EDUCATION AND EXPERIENCE

- Master's degree from an accredited college or university with two (2) years of progressively responsible experience in a higher education setting with an emphasis in financial aid.
- Bilingual in English-Spanish.

CERTIFICATES AND LICENSURES

None required.

COORDINATOR OF FINANCIAL AID PROGRAMS
Job Description

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a Bachelor's degree from an accredited college or university with three (3) years direct experience working in the financial aid functional area in a college or university setting or an associate degree from a regionally accredited college or university with five (5) years of direct experience working in the financial aid functional area in a college or university setting?
 - Yes
 - No
3. *Do you have experience with financial aid rules and regulations and with advising students regarding financial aid programs within a higher education setting?
 - Yes
 - No
4. *Do you have experience with working effectively in a team environment with a customer service focus?
 - Yes
 - No
5. Do you have a master's degree from an accredited college or university with two (2) years of progressively responsible experience in a higher education setting with an emphasis in financial aid?
 - Yes
 - No
6. Are you bilingual in English-Spanish?
 - Yes
 - No