

CLASSIFICATION TITLE: COORDINATOR OF FINANCIAL AID

GENERAL DESCRIPTION OF DUTIES

Under general direction, the purpose of this position is to coordinate the planning, organization, and administration of federal, state, and institutional financial aid programs, including grants, scholarships, loans, and student employment. Employees in this classification perform administrative work involving the processing of student aid applications to determine eligibility for financial aid, dissemination of financial aid information, and maintenance of financial aid records. Classification is responsible for coordinating daily activities of the Financial Aid Office(s) including: assisting with fund management, strategic planning, and regulatory compliance with all sponsoring agencies. Providing leadership in policy development for the college community and supervising, training and evaluating assigned staff. Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Coordinates the daily activities of the Financial Aid Office(s) including the implementation and management of administrative functions within the Financial Aid Office(s). Provides direction to staff regarding the federal and state financial aid programs including all aspects of Direct Loan processing and certification; develops risk prevention programs as part of default management, oversees the loan reconciliation process with the office of student accounts. Calculates, disbursement and reconciliation of the federal Pell grant program including monitoring all expenditures, preparing summary reports on program maintenance and expenditures, coordinate the electronic transmission of all loan and grant data through the Department of Education Common origination and disbursement system. Implements the federal College Work Study Program by determining eligibility for CWS for academic year and summer work study programs; coordinates job placement on campus; supervises the processing of time sheets and evaluations, monitors expenditures of CWS funds for the work-study and community service programs. Coordinates all state financial aid programs including certification, disbursement and reconciliation.
- Provides leadership and direction to financial aid counselors/assistants/staff by assessing work flow issues, reviewing work for quality and accuracy, including training and daily supervision to ensure program integrity. Participates in the selection of new staff. Conducts performance evaluations for support staff and assists in the preparation of performance evaluations for professional staff. Develops and implements policies and procedures for the delivery of financial aid, monitors regulatory changes to ensure all policies are current, prepares and updates all financial aid publications including consumer information, instructional materials and training manuals, design and revisions of financial aid forms, applications and brochures. Serves as administrative lead for financial aid modules of computer systems including maintaining comprehensive financial aid databases, monitoring electronic data exchange and troubleshooting programming issues.
- Delivers financial aid services to students, interpret and complies with federal and state programs. Including coordinating all financial aid programs requests and awards federal, state and institutional aid to potential recipients and makes professional judgment decisions. Identifies and monitors aid recipients for continued eligibility, exercises fiscal responsibility by developing equitable aid packages that reflect the needs of the student body within regulatory guidelines, and ensures regulatory compliance through self evaluation and ongoing training. Facilitates dialogue with campus community as to institutional compliance, especially as it pertains to as it pertains to Title IV participation and serve as liaison between the institution and the community regarding matters of financial aid availability.
- Prepares state and federal reconciliation reports including the annual fiscal report.
- Assists in the development and management of departmental budget(s).
- Interacts with various agencies/individuals (i.e.- attends meetings and serves on committees; disseminates financial aid information to students, parents, and the college community; counsels/advises students and parents relating to financial aid application procedures, available resources, eligibility guidelines, regulations, loans, and special circumstances; conducts entrance and exit loan counseling sessions; conducts on-campus and off-campus workshops on financial aid; acts as liaison between Financial Aid Office, Cooperative Education Office, and Department of Transitional Assistance; communicates with other departments, students, parents, faculty members, schools, bank/loan representatives, libraries, consultants, community organizations, the public, outside

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agencies, and other individuals to coordinate activities, review status of work, exchange information, or resolve problems; acts as liaison with outside agencies to resolve student issues involving coordination of benefits and financial aid).

- Maintains professional knowledge in applicable areas (i.e. - maintains a working knowledge of assigned area; maintains current knowledge of applicable state, federal, and local laws/regulations; researches new trends and advances in the profession; reads professional literature; attends meetings, workshops, and training sessions).

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Performs miscellaneous tasks related to financial aid office operations (i.e. - answers telephones and records messages; schedules appointments; enters data into computer system; sorts mail; makes copies of documentation; replaces toner cartridges and troubleshoots paper jams in office machinery; files documentation; transmits documentation via facsimile machine; orders office supplies).

MINIMUM TRAINING AND EXPERIENCE

Master's degree in Education, Business, Accounting, Human Services, Sociology, or closely related field; with four (4) years experience and/or training involving financial aid operations, loan processing, and computer operations; or an equivalent combination of education, training, and experience.

SPECIAL REQUIREMENTS

The ability to analyze and interpret data

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to inform and guide others by applying principles of professional counseling in addressing specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

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