



Job Title	Financial Aid Coordinator I, II, III	Job Code	ES0213, ES0215, ES0217
Pay Plan	A&P	Pay Grade	15, 16
Union	Non-Union	FLSA Status	Exempt
Job Family	Enrollment Services	Union Code	0
		Subfamily	Financial Aid

Job Family & Subfamily Summary

Enrollment Services Professionals participate in activities related to academic admissions, registration, financial aid services, and orientation for current and potential university students.

Admissions Professionals recruit, evaluate, and participate in the selection of candidates for admission. Coordinate with all organizations and individuals involved in the admissions process. Advise applicants and parents about educational planning.

Job Summary

Responsible for administration of tuition and financial assistance programs.

Representative Duties

1.
 - Provides informed counseling to students and parents regarding the financial aid process including loans, grants and scholarships
 - Provides information on available options and programs
2.
 - Evaluates questions and escalated incidents from student correspondence, phone bank, front desk, emails, and other contacts to resolve loan issues and concerns
 - Develops training materials and assists in presenting financial aid information to groups of students, parents, high school counselors, and/or the general public in workshop or training sessions
3.
 - Coordinate the processing, posting, and disbursement of loans and scholarships
 - Processes payment refunds and/or adjustments
 - Monitors and coordinate reports for compliance and reconciliation

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
See Level Addendum below		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

Level Addendum

Career levels exhibited in this role are listed below. The extent of representative duties listed above will vary in accordance with level of scope, autonomy, and experience described below.

Level I

- 2+ years of relevant work experience
- Work is closely supervised
- Problems faced are not typically difficult or complex
- Explains facts, policies and practices related to job area

Level II

- 2+ years of relevant work experience
- Works independently with general supervision
- Problems faced are difficult but typically not complex
- May influence others within the job area through explanation of facts, policies and practices

Level III

- 4+ years of relevant work experience OR 2+ years of relevant work experience with a Master's Degree
- Managing projects / processes, working independently with limited supervision
- Coaching and reviewing the work of lower level professionals
- Problems faced are difficult and sometimes complex

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.