

Position Description

Position Title: Coordinator of Verification, State Scholarships and Financial Aid Services

Classification: Other Unclassified

Function of Work: Perform verification of applications to determine eligibility for federal aid as defined by federal regulations, and process awards and funds for state scholarship programs

Supervision Received: Associate Director – Financial Aid

Supervision Exercised: 3 Financial Aid Officers and Student Employees;

Qualifications: Bachelors' Degree or equivalent experience (combination of education, training and related experience) required. Computer literacy including experience with Microsoft Office products preferred. Demonstrated customer service skills required. Must be able to communicate and establish a rapport with a diverse student population. Ability to give written and oral instruction in an understandable manner and ability to work independently is essential. Supervisory experience preferred.

Responsibilities

- Determine eligibility for federal, state, and institutional financial aid
- Administer all federal, state, and institutional policies and procedures relating to student financial aid
- Counsel students and parents in all aspects of Financial Aid
- Supervise and monitor work progress and distribution of work for the Verification department and state scholarships
- Complete verification of students' federal aid application.
- Determine and resolve conflicting information using professional discretion
- Manage and update files to determine students' financial aid awards, including processing corrections as needed
- Review and assist in resolving C Code holds and Drug Conviction problems on student's accounts
- Oversee counseling recipient students and administering funds for the TOPS, Rockefeller Wildlife Scholarship, and START Saving Program
- Oversee the oversight of Financial Aid Services
- Oversee community outreach and client concerns, including representing the Financial Aid office in various functions
- Complete other projects as assigned by the Associate Director and Director of Financial Aid