

Job Description

Job Title:	Financial Aid Assistant
Department:	Registrar's Office
Reports To:	Assistant Director, Student Awards and Financial Aid
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	September, 2018

Primary Purpose

The Financial Aid Assistants are a source of knowledge in the Student Awards and Financial Aid office related to government financial aid administration as well as academic policy and procedures. The Financial Aid Assistants work as a team to ensure tasks are completed and students receive a high level of service. The Financial Aid Assistants provides excellent customer service skills for requests and inquiries received by phone, email and in person. Tasks are varied and comprehensive and the team is required to prioritize and organize work to ensure tasks are completed in a timely manner. The Financial Aid Assistants processes applications for full-time OSAP, (out-of-province) student funding and other (government grant) applications. This includes receiving, editing and confirming eligibility for applicants of these programs and applying careful judgement to appeal processing decisions. They will provide written and oral information regarding policies and procedures of the government and university to students/staff as it relates to financial aid programs.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Decision Making

- Resolves complex problems acting as a resource for daily inquiries and issues from student and other client groups.
- Apply sound judgment and comprehensive job knowledge to solve complex problems related to Financial Aid processing.
- Assist students in determining an appropriate form of action such as determining appropriate situations for appeal processes or setting up appointments with a Financial Aid counsellor.
- Makes appeal and processing decisions based on information and data that is available, additional research/investigation may be required for more complex decisions.
- Seeks guidance as needed when the situation is unclear
- As needed identifies the right people in the decision making process

Team work and co-operation

- Deals honestly and fairly with others, showing consideration and respect for individual differences.
- Does own fair share of the work to foster team spirit and assumes additional responsibilities to facilitate the achievement of team goals.
- Makes outstanding efforts to help other team members.
- Shares all relevant information with others and initiates collaboration.
- Seeks assistance from other team members, as needed.

Communication and Customer Service

- Respond to written, telephone and in-person inquiries from students, parents and other departments regarding all Financial Aid Programs for both prospective and in-course students.
- Communicate as required with the Ministry of Advanced Education and Skills Development (MAESD) representatives regarding procedures and policies
- Communicate with National Student Loan Service Centre (NSLSC) and MAESD on behalf of individual students seeking third party assistance

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<ul style="list-style-type: none"> Keeps stakeholders up-to-date on the progress of the service they are receiving and changes that affect them Put inquiries and requests in order of priority and addresses most pressing concerns first. Anticipates stakeholders' upcoming needs and concerns and looks for ways to add value beyond stakeholders' immediate requests Maintains continuous, open and consistent communication with others Demonstrates proficient written and oral skills
Flexibility <ul style="list-style-type: none"> Remains open to change Takes accountability to understand the change and how they contribute and acts consistent with change Accepts and successfully performs a supporting role in the change effort Acts to implement the change Volunteers to participate in change efforts Assists in resolving resistance to change with others Proactively seeks new opportunities for change
Organization <ul style="list-style-type: none"> Plans and organizes own activities to accomplish pre-determined standards or procedures or outcomes Monitors the quality and timeliness of own work Responsibly uses the resources at one's immediate disposal Continually plans for the effective accomplishment of next steps/process

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none"> Undergraduate degree and/or equivalent work experience
Experience <ul style="list-style-type: none"> Experience working with students and/or educational organizations Minimum two years customer service experience Proven ability to be flexible and work hard, both independently and in a team environment in a busy and varied work environment. Experience interpreting complex government and institutional policies and procedures as they relate to student information systems. Strong analytical and problem solving skills Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities Understanding of financial aid issues and familiarity with policies and procedures related to bursary and government financial aid programs preferred. Comprehensive knowledge of OSAP programs an asset.
Knowledge/Skills/Abilities <ul style="list-style-type: none"> Intermediate/ advanced experience with Microsoft Word and Microsoft Excel Experience using on-line student information systems (PeopleSoft)

Nature and Scope

- Contacts:** The Financial Aid Assistants report directly to the Assistant Director, Student Awards and Financial Aid. Internally, communicates with all employees within the Student Awards and Financial Aid office. Other departments across campus may include, Student Financial Service, Records and Admissions. Externally, this position will have contact with members of the Ontario Association of Student Financial Aid Administrators (OASFAA), MAESD, NSLSC and other institutions
- Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.

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- **Decision-Making Authority:** Must ensure decision making issues are brought to the attention of the Assistant Director, Student Awards and Financial Aid. Supports and acts on decisions. Responsible for evaluating complicated/sensitive situations. Sometimes dealing with exceptions using policies and procedures to come to a decision.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** The incumbent must be sensitive to the often extreme and prolonged stresses under which SAFA and other staff in the office must work. This role involves exposure to irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year).