

Job Description

Job Title:	SAFA Operations Specialist
Department:	Registrar's Office
Reports To:	Associate Director, Student Awards and Financial Aid
Jobs Reporting:	N/A
Salary Grade:	USG 8
Effective Date:	October 2023

Primary Purpose

The Registrar's Office (RO) is involved in all aspects of academic life, including marketing for undergraduate student recruitment and admissions, enrolment, examinations, development and application of academic policies, and convocation. The Student Awards and Financial Aid unit (SAFA) within the RO manages Tuition Set-Aside funds, Canadian and Ontario student financial aid programs, assessment of student need-based bursary applications, need-based and merit based scholarship eligibility, and the accurate and timely disbursement of these funds to students. This position is a source of expertise on students awards and financial aid operations and supports the setup, data management, reporting, and disbursement activities as part of the SAFA team.

Key Accountabilities

Operations and Finance Administration

- Accountable for the accuracy of financial aid reports, scheduling, and timely delivery to end users
- Responsible for maintaining scheduled and accurate set up and disbursement of funds through financial aid authorization and disbursement processes. Ensuring accuracy of disbursements through monitoring and escalating issues where necessary
- Create and maintain student financial aid budgets to ensure accuracy of all undergraduate and graduate students funding eligibility, to inform accurate needs assessments
- Review and update the process for monitoring student funding eligibility and changes to need assessments as needed
- Maintain cost code tables and program information in accordance with ministry and other provincial student aid programs
- Support the Financial Aid Specialists with the timely process of edit and ID reports

Data Management and Integrity

- Understand and adhere to protocols and governance related to data, especially relating to the use and or release of Ontario Student Assistance Program (OSAP) data and other confidential student need-based data
- Accountable for the accuracy and integrity of data interfaces with government student aid systems
- Demonstrate a good understanding of relational database structure and definitions, ensuring required changes are identified and implemented in accordance with relevant government and institutional policies
- Responsible for ensuring accurate data and set up criteria are in place within student information and Ministry systems
- Assist in the development of automations for complex government reports to inform business systems and related government activities

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<ul style="list-style-type: none">• Review the University's tuition structure and the Ministry Tuition Fee Framework for the creation and maintenance of cost code tables, cost sheets, and program information
<p>Business Process Improvement</p> <ul style="list-style-type: none">• Monitor relevant business processes and stakeholder use of systems to identify opportunities for business process improvements, escalating changes to RO systems team as required• Responsible for monitoring accuracy of system coding and business processes of existing practices, identifying when changes are required as they relate to government or institutional policy or procedural changes• Identify opportunities for process automation and use of technological tools to streamline financial aid procedures and enhance the student experience• Collaborate with the university's IT department to implement necessary changes and upgrades• Maintain and update procedural documentation as required
<p>Collaborative Teamwork</p> <ul style="list-style-type: none">• Work collaboratively with other departments within the Registrar's Office and other university units (such as Graduate Studies and Postdoctoral Affairs, Finance etc.) to streamline financial aid processes and ensure a smooth and efficient experience for students• Collaborate with academic advisors and enrollment counselors to provide accurate financial aid information to prospective and current students
<p>Reporting</p> <ul style="list-style-type: none">• Assist in preparing reports and documentation required for audits and assessments related to Ministry financial aid programs• Accountable for the accuracy of financial aid reports and integrations• Ability to analyze and disseminate complex government reports to inform on related activities• Stay up to date with changes in government student aid programs, financial aid policies, and relevant legislative requirements to ensure compliance
<p>Other</p> <ul style="list-style-type: none">• Provides Student Awards Support as assigned• Provide functional project input as needed• May be called on to volunteer support for exams, convocation and other Registrarial events• Performs other duties and assists with special projects as assigned

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">• Undergraduate degree required, or a suitable combination of education and experience in a post-secondary environment
<p>Experience</p> <ul style="list-style-type: none">• Experience in working with queries and relational database tools• Prior experience in financial aid administration or related student services is an asset
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Demonstrated ability to complete tasks on schedule

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- Lifelong learner with growth mindset, able to identify learning needs, goals and resources for learning and research
- Good understanding of university policy and operations
- Good understanding of relevant legislative and compliance requirements (e.g., FIPPA, AODA)
- Excellent written and interpersonal communication skills
- Proficient with MS Office Suite/Office 365 i.e. MS Word, Excel (advanced skills e.g. macros, lookups)
- Excellent written and interpersonal communication skills, with experience in delivering presentations and workshops to diverse audiences.
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands, changing or competing priorities, or multiple stakeholder groups
- Proficiency in MS Office Suite/Office 365, including advanced skills in MS Word and Excel (macros, lookups, etc.).
- Proven ability to work in a team-focused environment
- Demonstrated ability to manage concurrent projects involving shifting deadlines and priorities
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong attention to detail and problem-solving skills

Nature and Scope

- **Contacts:** This position works closely with other Financial Aid Operations Specialists, and staff from the Registrar's Office. Collaborations relate to service delivery and coordination, issue resolution. May also have external contacts including with other universities, Higher Education User Group (HEUG/Alliance), and the Ontario Universities Application Centre.
- **Level of Responsibility:** The position performs defined specialized or routine tasks with minimal supervision. The incumbent will assess problems and requests submitted and provide solutions or directs the request to an appropriate team member and ensures the Supervisor is aware of escalated issues. This position will also train staff on calendar processes and provides seasoned advice on complex enrolment issues. The incumbent must exercise sound judgment and balance workload priorities. The incumbent will be accountable for the accurate maintenance of databases.
- **Decision-Making Authority:** Makes straightforward decisions based on adequate information. Applies explicit guidelines and procedures in making decisions. The decisions and accuracy of work have a significant impact on the integrity of data and systems supporting decision-making by faculty, academic advisors related to degree completion, convocation, and diploma production.
- **Physical and Sensory Demands:** Requires high attention to detail and must be able to handle distractions, changing priorities and interruptions while meeting required deadlines.
- **Working Environment:** Performed in an open work area with a lack of privacy and frequent interruptions by email, telephone, or colleagues; conditions typical of a position exposed to deadline pressures and accountability.