

## Job Description

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<b>Job Title:</b>	Financial Aid Assistant – UW Bursaries & International Programs
<b>Department:</b>	Registrar’s Office, Student Awards and Financial Aid Office (SAFA)
<b>Reports To:</b>	Director, Student Awards and Financial Aid
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	March 2020

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### **Primary Purpose**

Reporting directly to the Director, Student Awards and Financial Aid, the Financial Aid Assistant – UW Bursaries & International Programs under direction provides coordinated administration of the UW International Undergraduate Emergency Bursary Fund and the International Undergraduate Work-Study Program. She/he will also provide day-to-day administration activities related to the edit and adjudication process related to the UW Undergraduate Entrance Bursary Program and the UW Undergraduate Bursary Program.

The incumbent must maintain a productive working relationship with managers and support staff in the Registrar’s Office and other support areas particularly Student Financial Services, Human Resources Payroll, Graduate Studies Office and Renison University College. The incumbent must maintain excellent communications and liaison with students and parents.

### **Key Accountabilities**

#### **Client Service**

- Administer the processes related to the UW Undergraduate Entrance Bursary, UW Full-Time Bursary for Undergraduate and Graduate Students, and UW Undergraduate International Emergency Bursary Programs.
- Assist with adjudication for need-based awards such as the Klaus Woerner Memorial Award, International Experience Award and other donor and travel awards.
- Co-ordinate with the assistant Registrar at Renison University College in receiving list of potential candidates for awards each term and assessing financial need based on OSAP information.
- Manage the International Work Study Program, which involves advertising the program, maintaining job repository of available positions and posting these positions.
- Receive International Work-Study applications, edit and confirm eligibility for work-study, provide employer contact information to students for interviews.
- Reconcile the International Undergraduate Work-Study payroll each term and follow-up with the Human Resources Department with any discrepancies.

#### **Decision Making**

- Apply sound judgment and comprehensive job knowledge to assess student’s financial need to be considered for a bursary based on information on bursary and OSAP applications.
- Assist students in determining an appropriate form of action based on individual situations for OSAP appeal processes.
- Make bursary appeal decisions based on exceptional circumstances.

#### **Working Relationships**

- Work closely with Student Awards Director regarding administration and procedural changes relating to International and UW Bursaries and International Work Study
- First point of contact for Tier 2 service at The Centre for bursary and international workstudy inquiries and issues
- Provides specialized knowledge and guidance to assist The Centre staff
- Co-ordinate with Financial Aid Systems Department regarding System Assigned Bursaries and changes to OSAP applications to ensure correct award entitlement.

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- Ongoing interaction with co-workers and other departments to confirm information necessary to complete tasks.
- Assist Financial Aid Manager in Graduate Studies Office to determine financial need for Daycare and other Graduate Bursaries.
- Assist Renison and St. Jerome's with financial need assessment for their bursary programs

### **Communication**

- Answer telephone, written, and in-person inquiries from students, parents and other departments regarding all Financial Aid Programs for both prospective and in-course students. Apply job knowledge to offer advice and instruction with regards to financial need inquiries.

## **Required Qualifications**

### **Education**

- Undergraduate Degree preferred or equivalent work experience with some post-secondary education

### **Experience**

- Extensive administrative experience in a customer service environment within the post-secondary sector required, preferably with government student aid programs.
- Experience administering government policies and procedures required.

### **Knowledge/Skills/Abilities**

- Knowledge of post-secondary policies and procedures related to admissions and records required.
- Strong analytical and problem solving skills.
- Excellent interpersonal, organizational, communication and analytic skills
- MS Word – Intermediate to Advanced
- Excel – Intermediate to Advanced
- MS Access - intermediate
- Experience using PeopleSoft

## **Nature and Scope**

- **Contacts:** Students and Parents; Director of SAFA; Managers and support staff in the Registrar's Office and other support areas (e.g. Finance, Payroll, International Student Office, Office for Persons with Disabilities, Graduate Studies Office, Co-operative Education and Career Services).
- **Level of Responsibility:** This job has specialized work with minimal supervision
- **Decision-Making Authority:** Proven ability to work independently and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes of work. Demonstrated ability to assess a problem, challenge or opportunity and take initiative required.
- **Physical and Sensory Demands:** Proven aptitude for detail and accuracy is essential. The incumbent must be sensitive to the often extreme and prolonged stresses under which SAFA staff work. This role involves exposure to irregular and/or high volumes, multiple and/or tight deadlines and interruptions
- **Working Environment:** Office based, some evening/weekend work may be required.