



UNION COLLEGE

Job Description

Title:	Coordinator of Student Financial Services
Department:	Financial Aid
Reports To:	Director of Financial Aid
FLSA Status:	Non-exempt

Characteristics of Job:

This position requires a well-rounded individual with a strong functional understanding of financial aid processes such as common origination and disbursements, awarding, repackaging, return of title IV funds, verification, counseling, direct lending, alternative loans, work study supervision, a firm command of the federal student aid handbook, etc.

Responsibilities may include but are not limited to performing a variety of responsibilities listed above associated with state, federal and institutional financial aid assistance programs in addition to supervision of the work-study program.

This position requires someone with excellent interpersonal and communication skills, a strong orientation towards customer service and responsiveness, must be able to perform multiple tasks under pressure in a fast paced environment.

Example of Duties and Responsibilities:

- Provide information to students and families regarding financial aid program requirements and procedures.
- Evaluate documented financial need. Review and verify information reported on financial aid applications and determine eligibility; verify students' income
- Advise students and families of the availability, rights and responsibilities, and application processes related to student aid.
- Receive limited supervision within a broad framework of standard policies and procedures.
- Oversee the work-study program. This includes placement of work-study employees, monitoring and management of student time and collaboration with supervisors
- Accept financial aid applications, forms; review for completeness, accuracy; verify information reported on student applications to determine eligibility for awards.
- Monitor student satisfactory progress for financial aid students.
- Provide loan counseling and debt management tasks for each student requesting a loan; process loans and correspondence to borrowers informing them of repayment responsibility.

- Assist in process of financial aid appeals.
- Demonstrate integrity and ethical behavior in working with confidential information and maintain a high level of confidentiality.
- Collaboration with the Admissions Office in evaluating student institutional scholarship eligibility and financial conversations, as well as other campus departments for student services.

Minimum Requirements:

- Bachelors Degree preferred
- Three years previous Financial Aid or Higher Education experience preferred
- Excellent organizational skills
- Proficient in MS Office products and ability to learn other software programs
- Detail orientated, accurate with ability to prioritize information in a timely manner
- Strong communication skills; written, oral, active listening and interpersonal skills; work effectively in team situations
- Strong understanding of customer service and ability to communicate effectively and students and families.
- Proactive in identifying potential issues
- Demonstrate computational ability
- Knowledge of affirmative action and personnel policies
- Understanding of conflict resolution techniques and demonstrate ability to confront employees in a positive manner
- Understand cross-cultural communication needs and respond accordingly
- Understanding of Union College strategic plan and goals and ability to demonstrate and communicate the one to one nature of our institution.

Additional Requirements:

- **Background Check Required**

Typical Working Conditions and Unique Physical Requirements:

- Work is normally performed in a typical interior/office environment.
- Noise level is quiet to moderate.
- Regularly required to use hands to finger, handle, or feel and talk or hear.
- Occasionally required to stand and walk and frequently required to sit.
- Occasionally required to reach with hands and arms and stoop, kneel, or crouch.
- Frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 15 pounds.
- Vision abilities required include close vision, color vision, and ability to adjust focus.
- May require physical effort in climbing stairs.
- No or very limited exposure to physical risk.