

POSITION: Financial Aid Coordinator

STATEMENT OF DUTIES: The Financial Aid Coordinator's primary responsibilities include hiring, coaching and supervising staff, and promoting a high level of customer service throughout the Financial Aid Call Center. The Coordinator will also ensure the running of the Financial Aid Quality Assurance Program and counsel students as needed.

SUPERVISION RECEIVED: Reports to the Assistant Director of Financial Aid

DUTIES AND RESPONSIBILITIES:

☒ Supervise Call Center Counselors. This includes:

Facilitating and ensuring an exceptional customer service experience to prospective students and their parents by monitoring packaging financial aid, ensuring consistency with institution, state and federal guidelines; Supervise Call center to ensure proper information is disseminated; Assign work to Call Center to ensure efficient and pro-active processing of Financial Assistance; Resolves escalated student issues by meeting with students; Host weekly meetings with Call Center to review weekly reports to ensure successful completion of work assigned; Works with Director and Assistant Director to resolve any personnel issues and to design professional development plans for each employee; Trains, evaluates, and provides work direction and guidance to assigned staff; Reviews and monitors the work of staff to ensure compliance and accuracy with all state and federal policies and regulations☒ Provide counseling to students seeking ADA accommodation related to classroom requirements

☒ Works with Director and Assistant Director to ensure compliance of all Financial Aid Programs by running a planned quality assurance program

☒ Counsels Students:

Guide students through the financial aid process and ensure they are properly packaged and funded each semester. Primarily responsible for facilitating an exceptional customer service experience to prospective students and their parents by packaging financial aid, ensuring consistency with institution, state and federal guidelines.

Provide counseling to students in partnership with academic counselors, to ensure collaboration based on student programs

Counsel incoming, continuing, and reentry students on the availability of Title IV funds and resources to cover their tuition and living costs

Access NSLDS to review prior loan/grant information

Assign the appropriate budget to a student and package the student (award their aid).

Complete packaging in Banner for enrolled students which includes offering available financial aid to meet the student's needs and completing all necessary documentation.

Review all ISIRs for enrollments for accuracy and resolve any issues (verification, C-code)

Work with students to obtain the documentation necessary to process their aid if they are selected for verification

If student was selected for C-codes by the Department of Education, review all required documents that need to be collected and scanned into Image now

Identifies and resolves conflicting information between Financial Aid documents and other student files within the college

Review weekly reports to ensure all students' financial aid has been processed
Effectively communicates with Admissions to ensure future registrations have obtained appropriate documentation for packaging.

Provides updates to the Director of Financial Aid on students required paperwork to receive Title IV funding

Provides counseling to students to ensure an understanding of financial aid

QUALIFICATIONS:

☑ Associate's Degree

☑ Prefer Bachelor's Degree

☑ Minimum of One (1) year experience working in Financial Aid at an institution of Higher Education

☑ Exceptional customer service; experience problem-solving as a financial aid professional at an educational institution; Working knowledge of Federal and State funding programs; The ability to work independently and make decisions based on guidelines, policies and regulations; Experience in working with NSLD, FAA, COD, and Banner

To apply, go to https://careers.dcc.edu/applicants/jsp/shared/Welcome_css.jsp

(Financial Aid Office Coordinator)

ADA & EOE