



## JOB DESCRIPTION

<b>JOB TITLE:</b> Financial Aid Coordinator	<b>FLSA:</b> Exempt
<b>Department:</b> Financial Aid	<b>Date Revised:</b> 08/16/23
<b>Security Sensitive:</b> Yes	<b>Grade:</b> C-41
<b>Reports To:</b> Director of Financial Aid	

### **Job Summary**

Under general supervision of the Director of Financial Aid, analyzes and packages student financial awards in accordance with applicable regulations, statutes, and policies.

### **Essential Job Functions**

- Maintains policies and procedures for the administration of financial aid programs and maintaining records and student files.
- Provide functional and technical expertise, and ongoing training with Ellucian Colleague and other software; Act as a liaison with the Information Technology Department;
- Ensures all federal and state programs are administered in strict compliance with applicable regulations and requirements. Responsible for the administration of federal and state financial aid programs (Pell Grant, Direct Loans, Federal Work-Study (FWS), FSEOG, Texas College Work-Study (TCWS), and Texas Educational Opportunity Grant (TEOG))
- Ensures that all applicable regulations are followed when a student formally or informally withdraws from the university.
- Ensures that all financial aid funds are refunded according to federal, state, and institutional policy. Calculate and request refunds to students and the government.
- Ensures that the GC's Satisfactory Academic Progress (SAP) policy meets all of the standards of the federal regulations and evaluate student progress at the end of each payment period and place students not meeting the SAP in the proper Warning or Probation category. Oversee the notification of students not meeting SAP.
- Monitors financial aid advising to insure program and audit compliance with regulatory compliance; maintains institutional regulatory compliance in all federal and state student assistance programs; submits reports to federal and state agencies;
- Adjusts over awards by determining the amount of aid to be canceled or repaid while ensuring accuracy in system data entry and processing, and contacting students regarding possible alternatives;
- Coordinates method of verifying applicants' eligibility (enrollment status, satisfactory academic progress, etc.) before authorizing disbursement of aid funds and reviews financial aid applications and related documentation for compliance with eligibility requirements including verification.
- Serves as a secondary Certifying Official for the Veterans Affairs Department and maintains VA student records.

- Recommends policies and procedures for financial aid, that support the goals of the institution, and ensure compliance with federal regulations.
- Ensures institutional scholarships and restricted fund endowed scholarships are administered in compliance with the intent of the scholarships and according to the policy and/or agreement for the scholarship.
- Assists students and parents in the completion of federal application and institutional financial aid applications.
- Creates and maintains financial aid office communication plan with faculty, staff, students, parents, and the community.
- Provides formal and informal presentations on the GC's Financial Aid program to a variety of audiences, using the appropriate audio-visual aids and participant handouts.
- Develops and review financial aid applications and forms used to administer student aid programs.
- Develops and keep up to date all financial aid handbooks and brochures.
- Develops financial literacy program, compliance guide, and retention plans in coordination in partnership with the director.
- Participates and plan financial aid outreach.
- Assists in the annual audit of the financial aid programs.
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors, or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to act should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

#### **Minimum Education, Skills, and Abilities**

- Bachelor's Degree in a computer-related discipline, Business Administration, or a closely related field is required. A master's degree is a plus;
- Two years of experience in higher education; experience in higher education financial aid is preferred.
- Two years of hands-on functional and technical expertise knowledge of Ellucian Colleague Financial Aid;
- Requires excellent computer skills with attention to detail and accuracy.
- Proficiency with Microsoft Office, Windows XP, Word, Excel, Access, and other packages;
- Ability to interpret and apply federal and state regulations and guidelines;
- Excellent communication, organizational, critical thinking, and problem-solving skills;
- Ability to commit to a team-building approach and maintain an effective working relationship with other employees;
- Ability to exhibit courtesy and patience while working with students;
- Ability to demonstrate confidentiality in working with client records;
- Ability to work effectively with ethnic, cultural, and a diverse student population;
- Ability to multi-task as well as produce work independently; prioritizing work, meetings, etc.
- Ability to work under pressure to meet deadlines and objectives.

#### **Work Environment**

- Works primarily in a climate-controlled office environment with little exposure to safety hazards.
- The position requires average agility and physical condition. The ability to lift and carry may be required.

- Work may require sitting, frequent near vision use for reading and computer use, lifting (from floor to overhead), stooping, bending, stretching, walking, standing, pushing, pulling, reaching, and other physical exertion.
- Work may require some minimal training or conference traveling and regional community outreach activities.

**Special Requirements**

- Ability to work some evenings and weekends during registration, outreach, or as required.
- Subject to a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied?

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Signature

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Date