



JOB DESCRIPTION

TITLE: Financial Aid Program Coordinator

COLLEGE/SCHOOL/DEPT: Financial Aid

DATE PREPARED: Sept. 2021

REPORTS TO: Director of Financial Aid

FLSA: Non-Exempt

POSITION SUMMARY:

This position is responsible for overseeing assigned financial aid programs. Supports the overall financial aid function; must possess a deep and thorough knowledge of both, federal and state financial aid rules, regulations, processes, procedures, and data manipulation requirements. Must also possess extensive knowledge of other aspects of the Student Services offices, including but not limited to Admissions and Student Records.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.
2. Responsible for institutional operation of assigned programs: determines eligibility and makes awards; monitors eligibility and makes adjustments/cancellations as needed; exports and imports information electronically; sends payment requests or checks to Business Office; reconciles assigned programs between financial aid system (PowerFAIDS), outside agencies, and Business Office records each semester.
3. Works with other offices on campus and regional sites to coordinate and conduct group and individual financial aid presentations, including some evenings; responsible for financial aid presentations to visiting Gear Up groups and during new student orientation.
4. Providing student assistance at front desk of the Financial Aid Department.
5. Assists with awarding and disbursing all types of aid, monitoring enrollment and eligibility of students, and all aspects of reconciliation process for all financial aid programs, including institutional, state, and federal.
6. Trains and supervises work-study assistant(s) to facilitate timely processing of documents, reports, and reconciliations as needed.
7. Assists outside agencies, such as State and Tribal, and other educational institutions; corresponds with these agencies/institutions and requests documents as needed; submits necessary verification reports to these constituents in a timely manner.
8. Represents the university and keeps current on regulations, processes, and policies by attending assigned meetings and/or training activities as time/funding permits.
9. Assists parents/students with completion of financial aid application (FAFSA), both the paper version and Web version.
10. Assists with telephone, mail, E-mail, and in-person inquiries from students, parents, faculty, staff, and the public regarding financial aid.
11. Upholds the Heritage University Mission Statement.
12. Handles confidential information with tact, discretion and in compliance with FERPA regulations.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other functions as necessary or as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- A. **Knowledge:** Bachelor's Degree in Business Administration, or related field and two years experience (Financial Aid preferred) environment or an equivalent combination of education and experience; Excellent communication, organizational, math, and problem solving skills;
- B. **Skills:** Requires excellent computer skills with attention to detail and accuracy and proficiency with Microsoft Office and similar programs. Ability to interpret and apply federal and state regulations and guidelines; Ability to supervise student staff and to commit to a team-building approach and maintaining an effective working relationship with students, staff, faculty and the public; Demonstrates 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.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to: Humanresources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948