



DATE ISSUED: 10/06
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Financial Aid Administrator for Collections, Reporting, and Technology

JOB SUMMARY

This position is vital to the success of the financial aid office. Supervisory and administrative work is performed in the areas of loan collection, reporting, and electronic processing. Work is performed under minimal supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Director, Financial Aid

Supervises: Financial Aid Counselors, Financial Aid Assistants and Student Assistants

PRIMARY DUTIES - May include, but not limited to the following:

- Interviews and selects qualified applicants to fill vacant positions under supervision.
- Supervises, trains, instructs, and monitors work performed by financial aid employees in the areas of electronic processes related to student and parent loans, loan collection, and data entry.
- Monitors collection agency activity and compliance with federal regulations.
- Reviews loan accounts for deferment, postponement, forbearance, or cancellation eligibility.
- Composes collection and other correspondence.
- Processes bankruptcy forms and related correspondence.
- Prepares journal entries to reconcile the general ledger with the loan billing service.
- Supervises the coordination of exit interviews, loan counseling, and information sessions.
- Performs telephone collection activities.
- Develops and produces institutional, state, and federal reports.
- Utilizes use of (FTP) file transfer process to send and receive all electronic information to and from agencies.
- Responsible for all electronic aspects of the loan programs.

Assists with developing policies and procedures for collection activities and electronic processes.

Maintains Financial Aid Office Web Pages.

Assists with special projects.

Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

Bachelor's degree in Business Administration or a related area.

EXPERIENCE

One year of experience in financial aid, accounting, or student loan collections required. Supervisory experience preferred. Additional related experience may substitute for the required education on a year-for-year basis.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Knowledge of student loan collection regulations, personal computer and mainframe financial aid applications, and web page design.

Skill in evaluating and supervising employees, providing direct training when needed.

Ability to deal effectively with students, parents, employees, collection agencies, and administration.

Ability to communicate effectively -orally, by phone, in person, and in writing.

Ability to travel to other TWU Centers for information presentations.

Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 40 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors and primarily in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

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Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.