



DATE ISSUED: 01/09

FLSA: Exempt

PTO: VCS

JOB DESCRIPTION

TITLE

Financial Aid Administrator for Processing

JOB SUMMARY

This position is vital to the success of the financial aid office. Performs supervisory and administrative work in the areas of student financial aid eligibility and awarding, customer service, financial aid forms and publications development. Responsible for developing and implementing procedures and processes which ensure the timely awarding of federal and state student financial aid funds in compliance with state and federal regulations. Work is performed under limited supervision and performance 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 of Financial Aid

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

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

Supervises, manages, trains, instructs and monitors work performed by financial aid employees in the area of student financial aid eligibility, awarding, customer service and published information.

Plans, coordinates, and evaluates short and long range goals for financial aid awarding.

Consults with Director and Associate Director for problem resolution and to develop policies and over-all office goals.

Determines student eligibility for state and federal financial aid programs.

Ensures that verification of selected applicants is completed in a timely manner according to federal guidelines.

Awards state and federal financial aid programs to eligible students in accordance with state and federal regulations by university mandated deadlines.

Evaluates financial assistance received by students from outside agencies to ensure students are not over awarded.

Reduces financial aid awards in over award situations.
Monitors satisfactory academic progress as it relates to financial aid eligibility.
Plans and conducts annual financial aid workshops.
Develops, revises and updates financial aid processing forms and applications.
Performs daily financial aid information sessions and formal financial aid presentations.
Counsels students and parents concerning financial aid eligibility.
Ensures students and parents receive good customer service during in-person visits and by phone.
Works with Information Technology Staff in updating and revamping financial aid processing functions.
Develops and implements computer enhancements.
Works to improve performance of financial aid programs.
Provides on-going customer service and ensure the development of sound working relationships with all campus departments.
Writes policies and procedures for all tasks performed by processing staff and update as required by federal and state laws.
Attends financial aid training sessions.
Assists with special projects, as assigned.
Assists with student recruitment and retention.
Calculates return of Title IV funds in compliance with federal regulations.
Evaluates and processes dependency change requests.
Uses professional judgment in special circumstance situations to revise student financial aid eligibility and cost of attendance.
Develops reports to analyze student information on Colleague Student Information System.
Interviews, hires and evaluates personnel for customer service, financial aid counseling and processing.
Establishes and maintains a safe environment for employees under charge.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge in accordance to University policy.

ADDITIONAL DUTIES

Serves on university committees, as needed.
Performs other duties as requested.

EDUCATION

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

EXPERIENCE

Three years financial aid experience required. Supervisory experience preferred. Additional job related experience/and/or education 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:

Knowledge of personal computer and mainframe computer applications related to financial aid.

Knowledge of financial aid regulations, practices, and resources preferred.

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

Ability to deal effectively with students, parents, employees, outside agencies and university administrators.

Ability to handle multiple tasks with short deadlines.

In-depth knowledge and understanding of current financial aid needs analysis methodology and federal and state financial aid program guidelines preferred

Ability to communicate effectively in writing.

Ability to communicate orally, both in person and by telephone.

Ability to travel to centers and off campus sites for information presentations.

Ability to travel to off campus sites to receive training.

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 is occasionally required 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 25 pounds and push, pull, or drag approximately 40 pounds. Specific vision abilities required by the job include ability to distinguish the nature 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 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 to centers and off campus sites for information presentations and off campus sites to receive training.

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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:** _____

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.