

Job Title: Financial Aid Processor
Reports To: Executive Director of Financial Aid
Position Type: **Full-Time, 12-Month**
FLSA Status: **Salaried, Exempt**
Remote Work: **Unavailable**

OVERVIEW: Under the supervision of the Executive Director of Financial Aid, the Financial Aid Processor will evaluate and processes financial aid for students in accordance with federal, state, and college regulations, policies, and operating guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible to complete reporting to the US Department of Education's (ED) COD system by following a regular schedule of transmissions. This include maintaining a thorough tracking system of Originations and Disbursements, as well as increases and decreases in spending authorizations submitted to G5.
- Maintains constant reconciliation of ED systems with institutional records. Performs monthly and year end reconciliations.
- Completes daily transmissions for ISIR requests.
- Works in conjunction with Students Accounts office to ensures COD records of Disbursement are accurate as to disbursement dates matching student ledger cards.
- Supervises Quality Assurance Analysts, including review of a sample of files on a monthly basis. Reviews QA's daily reports and runs weekly Error Rates reports.
- Responsible to run reports to determine needed LTHT, credits attempted and Pell changes.
- Participates with Team in weekly AR/Past Due Aid meetings.
- Completes internal and external Financial Aid reports, as necessary.
- Participates and directs the maintenance, revision and updating of institutional policies and procedures.
- Exemplifies leadership anchored in integrity, discipline, communication, and structure, with a focus on planning and completing all projects and initiatives timely and with quality.
- Develops, delivers and participates in concurrent training of compliance and financial aid teams and maintains leading edge knowledge of all Title IV compliance matters.
- Represents the institution at conferences and other events involving compliance and financial aid.
- Develops and sustains healthy and robust regulatory compliance within financial aid office and the entire institution, as applicable.
- Assists in preparation for campus regulatory visits and audits to achieve successful outcomes.
- Meet attendance expectations as required for position.

COMPETENCIES:

- Ability to calculate numbers accurately, investigate and analyze information and draw conclusions.
- Ability to make evaluative judgements.
- Ability to leverage extensive knowledge of qualitative and quantitative methods to identify, organize, interpret and report data needed by organizational decision makers to achieve favorable organizational outcomes; establishes ongoing procedures to collect and monitor information.
- Ability to write and submit reports timely.
- Ability to effectively and accurately respond to questions from students, parents, staff and faculty.
- Ability to understand and carry out instructions furnished in written, oral or schedule form.
- Ability to utilize excellent communication techniques to include verbal and written communication

techniques.

- Ability to remain professional at all times during stressful situations.
- Ability to establish and maintain cooperative working with staff members, supervisors, and other campus departments.
- Ability to follow established confidential procedures.
- Ability to work independently and/or part of a team.
- Ability to work effectively with a wide range of constituents in a diverse socioeconomic backgrounds' community.
- Ability to work effectively in a high-volume environment.
- Ability to verify and assess student eligibility for financial eligibility.
- Ability to work on projects and/or tasks simultaneously while meeting established timelines.
- Ability to occasionally assist with new student special and university events outside of the normal business hours.
- Ability to maintain and manage financial and academic records in excellent order.
- Ability to present financial aid workshops to the college community and prospective families.
- Ability to assist in the training of new staff.
- Knowledge of financial aid policies, procedures, and eligibility requirements.
- Become knowledgeable of federal and state laws, regulations, financial aid application and awarding processes and policies concerning the provision of financial aid to students.
- Commitment to providing excellent customer support services.

COMPUTER SKILLS:

- Ability to use electronic mail software to include Microsoft Outlook.
- Ability to use multiple internet browsers.
- Ability to use Microsoft Office software to include Word and Excel.
- Proficient ability to use Federal databases, including but not limited to COD and NSLDS.

PHYSICAL DEMANDS:

- The employee must be able to occasionally lift and/or move up to 20 pounds.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time using their hands to write, handle, control, or feel objects.

WORK ENVIRONMENT:

- This position works in a busy environment with moderate noise level.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

EDUCATION, EXPERIENCE, and TRAINING:

- Bachelor's Degree required, or equivalent combination of education and experience, on a year-for-year basis
- Higher education institutional compliance experience preferred.

***Note:** Nothing in this job specification restricts management's right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons, with or without notice. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.*