Job Title: Financial Aid Coordinator  

JOB SUMMARY

The Financial Aid Coordinator is responsible for planning, organizing and coordinating one or more complex duties associated with the student financial aid function of a college.

MAJOR DUTIES

Assists financial aid staff to resolve difficult problems;  
Answers questions regarding individual student financial aid issues or complaints;  
Assists in coordinating the financial assistance programs available to enrolled students, including scholarships, grants, loans, and work study programs;  
Evaluates unusual/mitigating circumstance documentation or information provided by the student;  
Exercises sound judgment by making adjustments or revisions to costs, contribution, need, or dependency status as exceptions to the prescribed process;  
Prepares and analyzes operational statistics, data and reports such as grades and enrollment status or award status to verify continued compliance and eligibility of student receiving aid under federal and institutional guidelines;  
Notifies students of changes in eligibility of awards and alternative to amend the situation;  
Provides guidance and general advice to student regarding financial aid, program choice/change educational requisites, indebtedness, school policy and procedure, and state policies;  
Assists in the preparation of and presents information regarding federal financial aid, scholarships, employment and grants for various campus groups, high school students, and parents at meetings, group discussions, workshops, and recruitment sessions.

COMPETENCIES

Skill in the operation of computers and job related software programs  
Skill in decision making and problem solving  
Skill in interpersonal relations and in dealing with the public  
Skill in oral and written communications  
Knowledge of federal, state and institutional sources of financial aid  
Knowledge of finance, accounting and management policies and procedures  
Knowledge of institutional organization, policies, procedures, and administrative practices  
Knowledge of relevant federal and state regulations  
Ability to follow detailed instructions and consistently apply rules  
Ability to delegate responsibility and authority  
Ability to act as liaison between multiple parties in resolution of conflict  
Ability to keep accurate and reliable records
MINIMUM QUALIFICATIONS

Bachelor’s degree *and* Two (2) years related work experience

Note: Experience may substitute for the degree on a year-for-year basis.

PREFERRED QUALIFICATIONS

Preferred qualifications may vary from location to location.