

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**Title: COORDINATOR, FINANCIAL AID PROGRAMS**

**Reports To:** Designated Supervisor

**UW Job Code:** 3544

**UW Job Family:** 35- Student Service Management Support

**SOC Code:** 25-9099

**FLSA:** Exempt

**Pay Grade:** 21

**Date:** 04-15-12 (revised 9-17-19)

**JOB PURPOSE:**

Independently coordinate the awarding, recording and distribution of financial aid programs for the designated Scholarships and Financial Aid area. Advise, counsel, and train students, parents and/or system users. May coordinate and enhance OSFA systems (i.e. Student Information System and Scholarship System).

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Coordinate the awarding, recording and distribution of financial aid programs for the designated Scholarships and Financial Aid area, recommend program/system enhancements or modifications; prepare forms, reports or other program/system documents, evaluate balances and coordinate the notice of state scholarship accounts that have been overdrawn and budget transfers.
- Make recommendations related to state and other scholarship budget projections and assist in budget preparation.
- Counsel students, parents and/or system users on designated policies, procedures, and processes; perform and supervise forms processing for applicable program/system; maintain records, statistics and/or user documentation or manuals for scholarship system.
- Prepare written communications, including reports which may be necessary to communicate program/system information, procedures or changes. Stay abreast of all legislation, regulation and other policy changes related to designated programs.
- Perform research and analysis to resolve problems and/or issues and recommend solutions to supervisor, or solve problematic issues and keep supervisor advised, as directed.
- May implement, administer, and maintain requirements for the UW Scholarship System; manage assessment and cycling of system; test system updates for compliance; review data processes for accuracy.
- May develop and conduct financial aid presentations; participate in outreach activities and student recruitment/retention efforts.

**SUPPLEMENTAL FUNCTIONS:**

- Perform miscellaneous job-related duties as assigned.
- Attend and participate in training and other professional development activities.
- Represent the Office of Student Financial Aid and assist in the development of new staff training.
- Act on behalf of Assistant/Associate Director, as directed.
- May supervise others.

**COMPETENCIES:**

- Attention to Detail
- Technical/Professional Knowledge
- Individual Leadership
- Influence
- Developing Organizational Talent
- Analysis/Problem Identification

**MINIMUM QUALIFICATIONS:**

Education: **Bachelor's degree**

Experience: **4 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Student financial aid policies, procedures, guidelines and eligibility requirements.
- Federal and state laws, regulations, and policies pertaining to the provision of student financial aid.
- Customer service standards and procedures.
- Data management systems and processes.
- The policies and eligibility requirements of a range of federal, state, agency, and private scholarship programs and grants.
- Program forms and reports preparation processes and procedures.
- Form processing and statistical and records maintenance.
- Research and analysis methods.
- Problem and/or issue resolution.
- Technical and legal writing.

Skills and Abilities to:

- Interpret applicable University, state and federal policies, procedures, regulations, and guidelines.
- Communicate effectively, both orally and in writing.
- Manage time and effectively organize priorities.
- Work with exceptions to policy which complicate work of designated unit.
- Diffuse confrontational situations and work under stressful conditions.
- Maintain confidential or highly sensitive information.
- Use personal computers and related software applications.
- Work effectively with a wide range of constituencies in a diverse community.
- Verify and assess student eligibility for financial aid.
- Supervise and train students, including organizing, prioritizing, and scheduling work assignments.
- Make evaluative judgments.
- Analyze and solve problems.
- Maintain and manage records and databases.
- Process computer data and format and generate reports.
- Multitask.

**WORKING CONDITIONS:**

No major sources of discomfort, standard office environment; regular exposure to video terminal displays.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.