**Date Updated:** 5/2/2023 **CBU:** UMPSA

**Position No:** 00021509 **Job Family:** 19-Student Life Services

**Department:** ASTAC **FLSA:** Exempt

**Campus:** Augusta **Wage Grade:** U-02

# **Position Summary:**

The Financial Aid Operations Coordinator has the primary responsibility of assisting with awarding and disbursement of aid to students, providing direct support to the Senior Associate Director of Student Financial Services, and acting as a liaison to the Financial Aid Counselors to troubleshoot delays in the processing of financial aid funding. This position provides support for the timely and accurate transmission of student financial aid information between the Department of Education and UMA, reconciliation of all federal aid accounts, and processing of all application data ensuring that student notifications are generated. This position participates in the awarding and disbursement process to ensure that financial aid is appropriately disbursed to students’ accounts following all Federal and state guidelines.

# **Duties/Responsibilities:**

Essential Duties

* 1. Assist with the processing, as well as generating and transmitting all external data required for the operation of the computerized financial aid system. This includes EdConnect (all federal data and corrections), Data Exchange (all Maine State programs), all Alternative Loan certification processing with ElmOne, CampusDoor, FirstMark, and additional certification sites as needed.
	2. Process all programs necessary for William D. Ford Direct Loan Programs, campus-based programs, as well as Parent PLUS, ElmOne, FirstMArk, and CampusDoor. Ensure that rejected loans and Pell records are reviewed and corrected within guidelines established by the ED.
	3. Assist with the reconciling of the Federal Pell Grant, Federal Direct Loan Program, FAME Accounts, (MSG and GEAR-UP), and EFT Clearing Account. Support the reconciliation of records associated with the work-study program and SEOG campus-based program.
	4. Prepare and oversee reports for third-party payments, Overawards, Credit Hours, Verification, Suspense, Return to Title IV, Satisfactory Academic Progress, Stale Checks, and Tuition Waivers on a schedule for the Financial Aid Counselors to complete. Additionally, managing the processes for missing information letters and award letters.
	5. Perform other related duties as assigned by the Senior Associate Director of Student Financial Services and the Director of Financial Aid.

**Note: UMA reserves the right to change or assign additional duties as necessary.**

1. **Reporting Relationship:**

This position reports to the Director of Financial Aid.

1. **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

1. **Budgetary Responsibilities:**

This position has budgetary responsibilities.

1. **Knowledge, Skills, and Qualifications**

**Required:**

* Bachelor’s degree in business, or a related field, or the equivalent combination of education and experience
* Excellent organizational, interpersonal, and communication skills
* Demonstrated attention to detail, accuracy, and efficiency
* Ability to work independently and as a member of a team
* Three to five years of college financial aid experience
* Strong computer skills

**Preferred:**

* Five or more years of college financial aid experience
* Knowledge of PeopleSoft software and programming experience
* Experience working in the University of Maine System
1. **Working Conditions:**

The individual in this position should be able to perform in the following working conditions with or without accommodation:

* will consistently work in an indoor setting
* will work in an environment with moderate noise
* will occasionally need to move about the office or building to complete tasks
* will consistently sit at a desk and operate a computer and other office equipment
* will constantly use their fingers and hands for keyboarding and use of other office equipment
* will frequently communicate with others in person, in writing, and/or over the telephone or video conference
* is required to have close visual acuity to perform required tasks
* will occasionally exert up to 10 pounds of force and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.
1. **Signatures:**

The signatures indicate the employee and immediate supervisor have reviewed the job description.

Employee Signature/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Immediate Supervisor

Signature/Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Immediate Supervisor Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_