**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Affordability Coordinator

**Job Number:** A-296

**NOC:** 1212

**Band:** 9

**Department:** Enrolment Services

**Supervisor Title:** Manager, Operations & Client Services

**Last Reviewed:** June 19, 2015

**Job Purpose**

Under the direction of the Manager, Operations and Client Services, the Affordability coordinator administers all affordability programs for Trent University. Affordability programs include the Ontario Student Assistance Program (OSAP), the student assistance programs of the federal government and other Canadian provinces and territories, student aid for U.S. students, as well as scholarships and bursaries. Acts as an affordability specialist and ensures adherence to all internal and external regulations.

**Key Activities**

**Affordability Programs**

1. Act as an affordability specialist and advise clients on all financial aid options available to them.
2. Processes and monitors all affordability programs to ensure compliance with internal and external policies, consulting with the Manager, Operations & Client Services on complex situations and circumstances.
3. Act as a member of the student awards committee and provide support and information to the committee.
4. Act as a specialist in and responsible for the administration of all Canadian federal, provincial, and territorial student financial assistance programs.
5. Ensure that all reviews, confirmations, extensions, release of funds, and other processes for federal, provincial and territorial student financial assistance programs are completed accurately and in accordance with regulations and service standards.
6. With information from Financial Services, prepares and submits cost codes to MTCU.
7. Responsible for administration and reporting for the Sallie Mae loan program for US students.
8. Administer all merit based undergraduate scholarships and awards.
9. Determine eligibility and administer emergency short-term loans.
10. Determine eligibility and administer all internal and external bursary programs, including but not limited to Student Access Guarantee, Bursaries for Students with Disabilities, Special Bursaries, Child Care Bursary, and in-course and entrance bursaries.
11. Responsible for tracking and reporting affordability data to internal and external stakeholders, including but not limited to the Bursary Recording System.
12. Assists with the continued implementation and further development of the Financial Aid module in Colleague.
13. Develop, schedule, and deliver all affordability communications for current and prospective students.
14. Record and monitor expenditures for all internal and external affordability programs.
15. Maintain current knowledge and understanding of external affordability programs to advise and assist internal and external stakeholders, including the training of staff.
16. Work with internal and external stakeholders in the administration of affordability solutions for students.
17. Determine eligibility and approve and track funding for students in the Trent Work Study Program and Employment between Academic Terms.

**Team Lead**

1. Trains Enrolment Services staff in all aspects of affordability. Provides ongoing leadership and support to the team. Identifies areas of further training required by individual staff members and the team as a whole and works with the Manager, Operations and Client Services to ensure the training is provided.
2. Develops and maintains process documentation for all areas of affordability to help ensure consistency for data management.
3. Assists Manager, Operations and Client Services with ensuring that affordability activities within the unit’s annual work plan are on track.
4. Supervises student assistants.
5. Leads and participates in special projects as required.
6. Provide support and assistance in the development of policies and procedures related to affordability.

**Other Duties**

1. Develops and executes a communication plan for Affordability to ensure that students, faculty and administrative staff are informed of important deadlines and policies.
2. Assists with recruitment and retention by participating in information sessions and internal and external events.
3. Develop and deliver information sessions on all aspects of affordability.
4. Participate in external organizations to stay current on affordability policy and topics.
5. Determine and deliver on opportunities to improve operational efficiencies.
6. Responsible for documenting all processes and procedures related to affordability programs.
7. Provide support and backup to Enrolment Services Associates, including triaging, and responding to inquiries of all types and working at the service counter when necessary.
8. Flexible work schedule, including evenings and weekends.
9. Other duties as assigned.

**Education**

Bachelor Degree (Honours)

**Experience Required**

1. At least two years in a registrarial environment, including experience with student financial assistance programs.
2. Thorough knowledge of Canadian federal, provincial, and territorial student financial assistance programs and Trent University scholarship and bursary programs.
3. Experience and proficiency with an automated student information system. Colleague experience strongly preferred.
4. Ability to maintain confidentiality essential.
5. Demonstrated excellent interpersonal, communication and customer service skills required.
6. Demonstrated ability to work independently or as a member of a team required.
7. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
8. Ability to work accurately in stressful conditions within tight deadlines required.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Indirect Responsibility

Lead Hand to Affordability Associate