#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Financial Aid Administrator

**Job Number:** A-297 | VIP: 1305

**Band:** OPSEU- 8

**Department:** Enrolment Services

**Supervisor Title:** Associate Registrar & Director, Service Delivery and Student Financial Support

**Last Reviewed:**  April 26, 2023

#### **Job Purpose:**

Under the supervision of the Associate Registrar & Director, Service Delivery and Student Financial Support, the Financial Aid Administrator is responsible for administering all Financial Aid programs. Financial Aid programs include the Ontario Student Assistance Program (OSAP) and OSAP affiliated programs, the student assistance programs of the federal government and other Canadian provinces and territories, Government sponsored scholarship and bursary programs, student aid for U.S. students, as well as Trent University scholarship, bursary and award programs. Financial Aid Administrators regularly interpret and administer based on policies and procedures set by the Ministry of Colleges and Universities (MCU) as well as Trent University admissions, registration, and financial aid policies.

#### Key Activities:

##### Financial Aid

* Responsible for the integrity and maintenance of hard copy and/or electronic student Financial Aid records. Responsible for the timely, efficient, and accurate collection, assessment, and storage of student Financial Aid record information as mandated by policy. Disposes of records as mandated by policy.
* Maintains current knowledge of all Financial Aid programs including eligibility requirements and implications of various decision to act as a Financial Aid Specialist and advise clients on all financial assistance options available to them.
* Research, analyze, and resolve student issues as they relate to student financial assistance. Complex issues are escalated, when appropriate, to the Financial Aid Coordinator.
* Ensures that all Financial Aid entries and changes are processed in a timely manner.
* Maintains current knowledge of all relevant rules, regulations, and policies for all Financial Aid programs, acting as a resource to Enrolment Services Associates, clients, Student Accessibility Services, and other University departments/stakeholders.
* Collects, prepares, and enters Financial Aid data onto student records, including but not limited to scholarships, bursaries, provincial and territorial loans, grants, and bursaries, and U.S. loans.
* Monitors student records and progress in relation to Financial Aid programs and communicates changes and updates to students.
* Advises students on and confirms interest free status for Financial Aid programs.
* Responsible for all incoming Financial Aid inquiries. Responds accurately and in a timely manner, escalating inquiries to Coordinator or Director when necessary.
* Assist coordinator in distribution of tasks.
* Determines eligibility and prepares refunds for students as requested.
* Assists Financial Aid Coordinator with collection of materials and files for audit purposes.

##### Funding Programs

* Administers all Government funded student assistance programs (Ontario Student Assistance Program and the federal, provincial, and territorial programs from provinces and territories outside of Ontario). This includes but is not limited to editing applications prior to submission, processing of appeals, entering information into internal and external information systems, releasing funding, and providing information to students on procedures for negotiation of funding and student obligations.
* Contacts National Student Loans Service Centre (NSLSC) on student’s behalf to assist the students with any issues and verify negotiated funding.
* Administers refunds to National Student Loan Service Centre.
* Administers loan programs for U.S students.

##### Student Awards

* Assists with administration of all merit based undergraduate scholarships and awards.
* Assists with administration of all needs-based bursary programs.
* Administers Government initiated bursary programs which include but are not limited to the Student Access Guarantee, Bursary for Students with Disabilities, and Institution Funded Special Bursaries.
* Administers departmental prize and award requests.
* Maintains and updates records in the Bursary Recording System (BRS).

##### Other Duties

* Works with the Financial Aid Coordinator on the creation and the execution of the communication plan, including website, to ensure that students, faculty, and administrative staff are informed of important deadlines and policies.
* Determines and delivers opportunities to improve operational efficiencies.
* Assist with institutional recruitment and retention efforts by participating in information sessions for internal and external events.
* Deliver information sessions on all aspects of Financial Aid.
* Deliver Financial Aid Information sessions for high school students. Travel to high schools within the Peterborough and Durham regions for these presentations may be expected.
* Responsible for documenting all processes and procedures related to the Financial Aid Administrator role.
* Responds to inquiries as required and assists at the service counter when necessary.
* Regular travel to provide service or present at the Trent Durham/GTA campus is expected.
* Flexible work schedule, including evenings and weekends.
* Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 year).

#### Experience/Qualifications Required:

* Minimum two (2) years’ experience working in a key role in a busy, client focused, registrarial environment.
* Experience and proficiency with an automated information system. Colleague experience is considered an asset.
* Experience and proficiency with financial or funding programs.
* Basic accounting/bookkeeping knowledge and understanding of Financial Literacy
* Demonstrated excellent interpersonal, communication and customer service skills required.
* Demonstrated ability to work independently or as a member of a team required.
* Ability to work accurately in stressful conditions within tight deadlines required.
* Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Teams, OneNote)
* Strong desire to be part of a collaborative, team-centered environment which emphasizes creativity, reliability, and out-of-the box thinking.
* Ability to adapt to changing situations, work under pressure, and with frequent interruptions in a high-volume environment.
* Demonstrated ability to maintain a supportive, calm, patient, and service-oriented demeanor when dealing with upset or challenging students/clients.
* Proven ability to exercise sound judgment, tact, discretion, empathy, and diplomacy.