**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Affordability Administrator

**Job Number:** A-297

**NOC:** 1434

**Band:** 7

**Department:** Enrolment Services

**Supervisor Title:** Associate Registrar, Operations & Client Services

**Last Reviewed:** August 18, 2016

**Job Purpose**

Under the supervision of the Associate Registrar, Operations & Client Services the Affordability Administrator is part of the team that is responsible for delivering all Affordability programs. Affordability programs include government aid programs, such as OSAP, work study, bursary for students with disabilities, other provincial student aid, and Trent University bursary, scholarship and award programs. The Affordability team interprets policies and procedures of the Ministry of Training, Colleges and Universities (MTCU) as well as Trent University admissions, registration and financial aid policies.

**Key Activities**

1. Responsible for the integrity and maintenance of hard copy and/or electronic student affordability records. Responsible for the timely, efficient and accurate collection, assessment, and storage of student affordability record information as mandated by policy. Disposes of records as mandated by policy.
2. Acts as an affordability specialist and advises clients on all financial assistance options available to them.
3. Researches, analyzes and resolves student issues as they relate to student financial assistance.
4. Coordinates the Bursaries for Students with Disabilities program, and related programs, for Trent University.
5. Processes all Affordability programs in compliance with policies and procedures established by Trent University and external governing bodies. Affordability programs include OSAP and other provincial/territorial funding programs, government bursary, loan, and grant programs, Trent University scholarships, bursaries and awards, and the Sallie Mae loan program for US students; includes editing applications prior to submission, processing of appeals, entering information into internal and external information systems, releasing funding, authorizing short-term loans, 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.
6. Ensures that all Affordability entries and changes are processed in a timely manner.
7. Keeps informed of all relevant rules, regulations and policies for all affordability programs, acting as a resource to Enrolment Services Associates, clients, and other stakeholders.
8. Collects, prepares, and enters affordability data onto student records, including but not limited to scholarships, bursaries, provincial and territorial loans, grants, and bursaries, and Sallie Mae loans.
9. Monitors student records and progress in relation to affordability programs and communicates changes and updates to students.
10. Advises students on and confirms interest free status for affordability programs.
11. Fields and responds accurately and in a timely manner to affordability inquiries, forwarding inquiries to Coordinator or Manager when necessary.
12. Works with the Affordability 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
13. Determines and delivers on opportunities to improve operational efficiencies.
14. Assists with recruitment and retention by attending and participating in internal and external events.
15. Determines eligibility for and prepares cheques for students as requested.
16. Responsible for documenting all processes and procedures related to the Affordability Administrator role.
17. Responds to inquiries as required and assists at the service counter when necessary.
18. Flexible work schedule, including evenings and weekends.
19. Other duties as assigned.

**Education**

Bachelors Degree (Honours)

**Experience Required**

1. 1 to 2 years’ experience working in a key role in a busy, client focused, registrarial environment.
2. Experience and proficiency with an automated information system. Colleague experience considered an asset.
3. Experience and proficiency with financial or funding programs.
4. Demonstrated excellent interpersonal, communication and customer service skills required.
5. Demonstrated ability to work independently or as a member of a team required.
6. Ability to work accurately in stressful conditions within tight deadlines required.
7. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
8. Strong desire to be part of a collaborative, team-centered environment which emphasizes creativity, reliability, and out-of-the box thinking
9. Ability to adapt to changing situations, work under pressure, and with frequent interruptions in a high volume environment
10. Basic accounting/bookkeeping knowledge
11. Demonstrated ability to maintain a supportive, calm, patient, and service-oriented demeanor when dealing with upset or challenging students/clients
12. Proven ability to exercise sound judgment, tact, discretion, and diplomacy

**Responsibility for the Work of Others**

Direct Responsibility

N/A

Indirect Responsibility

N/A