



## Opportunity: Loans & Work-Study Support Specialist

### POSITION OVERVIEW:

<b>Department:</b> <a href="#">Office of Student Financial Aid</a> , Office of the Provost		
<b>University Classification:</b> Financial Aid Counselor	<b>UI Job Code:</b> PCF1	<b>Pay Level:</b> 3A
<b>Working Title:</b> Loans & Work-Study Support Specialist		
<b>Percent Time:</b> 100% (40hrs/wk.)	<b>Position Type:</b> Regular P&S, Ongoing	
<b>Administrative Supervisor:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Reports to:</b> Manager, Fed. Aid, Institutional & Private Loans	
<b>Compensation:</b> Anticipated hiring annual salary range is: \$41,000 to commensurate; <a href="#">Competitive benefits</a>		
<b>Work Modality:</b> This position has the option for a hybrid schedule. All remote work is required to be performed within the state of Iowa and incumbents must be able to commute for required on site functions. Specifics to be discussed during interviews.		

### POSITION SUMMARY:

This role will work collaboratively across the Office of Student Financial Aid and provide support to the Funds Manager Team. This role will work with work-study (student employment), institutional loans, private loans, HRSA Health Workforce loans, Pell Grants, Direct Loans, and TEACH Grants. While this person will directly report to Manager, Federal Aid, Institutional, & Private Loans, our Manager of Pell, TEACH, Federal Direct Loans will provide oversight of Direct Loan and Pell Grant tasks. Additionally, this role will assist the Scholarship Team as needed, and work with students/parents with questions about financial aid.

### WHAT YOU DO:

<p><b>Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based)</b></p> <ul style="list-style-type: none"> <li>Assists FM with reviewing/approving/denying Institutional Loan requests through DocuSign and entering approved loans into MAUI.</li> <li>Assists with the Work Study Changes task bucket.</li> <li>Assists with the Institutional Emergency Loan Fund (Self Service Loans) and the UI Institutional &amp; Health Profession Educational Loan Funds.</li> <li>Reviews various reports, such as, (but not limited to) Employment and Enrollment Check, SEOG Error report, Work-Study Payroll Eligibility Nearing, etc., and completes tasks associated with each report.</li> <li>Assists with the set up of the Federal HPL, NFLP, Nursing Loan, and other federal loan programs not processed through the Common Origination and Disbursement (COD) system.</li> <li>Assists with various other tasks on the Funds Manager team as assigned.</li> </ul>
<p><b>One on One Consultation and/or Outreach Services</b></p> <ul style="list-style-type: none"> <li>Assists and responds to questions about the scholarship Portal as needed.</li> <li>Ensures compliance of FWS rules and helps with employing students as reading and math tutors.</li> <li>Assists the Scholarship Team as needed. May add or cancel scholarship awards, and conduct outreach to students, departments, and donors.</li> </ul>
<p><b>Data Collection, Analysis, and Reporting</b></p> <ul style="list-style-type: none"> <li>Assists with any work required to complete Federal Direct Loans (subsidized, unsubsidized, HUNSUB, PLUS, &amp; Graduate PLUS), Federal Pell Grant, Federal TEACH programs etc. This includes Common Origination and Disbursement (COD) record reporting, reject record troubleshooting and resolution, and monthly external reconciliation.</li> <li>Reviews OSFA website for correct loan and work-study information.</li> <li>Assists with the two monthly recon reports from COD which cross-references MAUI.</li> <li>Assists with SAS report on Direct Loans from COD</li> </ul>

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- Assists with the Work-Study Payroll Eligibility Nearing report to determine if work study can be increased depending on variables. Make changes as necessary.
- Assists FM with determining reasons for and then and correcting private loan certification errors and disbursement errors.
- Assists the Loan Manager and collaborates with other university staff to help reconcile Federal Student Aid Program funds.

## HOW YOU DO YOUR JOB: (learn about competencies and proficiency levels [here](#))

### **Accuracy and Attention to Detail** – Proficiency: *Working*

*What this looks like:*

- Processes detailed information with good accuracy.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to ensure information goes out error-free.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.

### **Data Gathering and Analysis** – Proficiency: *Working*

*What this looks like:*

- Participates in gathering and analyzing data for a project or projects.
- Utilizes the basic data collection and evaluation tools and techniques.
- Follows proper data collection, analysis processes and policies.
- Reports problems that arise in the data collection process.
- Reviews results to ensure the quality and accuracy of data collection and analysis.

### **Decision Making and Critical Thinking** – Proficiency: *Working*

*What this looks like:*

- Assists in assessing risks, benefits, and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in the decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

### **Financial Aid Programs and Policies** - Proficiency: *Basic*

*What this looks like:*

- Lists types of major financial aid for undergraduate and post-graduate students.
- Identifies current institutional policies related to financial aid.
- Explains the application procedures for each type of financial aid program.
- Describes the laws and regulations related to financial aid in federal, state, or commercial loans.

### **Resource Management** - Proficiency: *Basic*

*What this looks like:*

- Identifies key resources at hand to fulfill own responsibilities.
- Demonstrates the ability to apportion resources to different components of a task.
- Applies the concept of sustainability to conserve and reuse resources where possible.
- Seeks help to obtain additional resources when necessary.

## UNIVERSITY EXPECTATIONS (see definitions and proficiency levels [here](#))

### Collaboration/Positive Impact - Proficiency: *Working*

*What this looks like:*

- Shares appropriate information/feedback openly, professionally, and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

### Diversity, Equity and Inclusion – Proficiency: *Working*

*What this looks like:*

- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one's own and others' social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit's commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity, and inclusion.

### Service Excellence/Customer Service – Proficiency: *Working*

*What this looks like:*

- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

## QUALIFICATIONS YOU BRING:

### Required

- A **bachelor's degree** or an equivalent combination of education and experience.
- **Experience working in a post-secondary academic setting** or in another sector dealing with budgeting, counseling, and/or education, typically six months to one year.
- **Communicating for effective relationships:** Demonstrates a working proficiency, knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
- **Effective presentation skills:** Demonstrates a working proficiency in preparing and delivering effective presentations; typically demonstrated with six months to one year of public speaking.
- **Accuracy and attention to detail:** Demonstrates a working proficiency in understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
- **Data gathering and analysis:** Demonstrates a working proficiency and knowledge of data gathering and analysis tools, techniques and processes; ability to use these to gather and analyze data for a specific or variety of needs and/or projects.
- Working proficiency with **Microsoft Excel, Word, and Outlook.**

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## Desired

- Minimum 1 year of Financial Aid Office experience
- Demonstrates an basic proficiency level in:
  - The knowledge of University of Iowa policies, procedures, and regulations.
- Demonstrates an basic proficiency level in:
  - The knowledge and the ability to develop and implement financial aid programs and policies to attract outstanding students and help them finance their course of study.
- The knowledge of needs analysis and federal verification along with a basic understanding of Federal Methodology.

## **ABOUT THE DEPARTMENT:**

The Office of Student Financial Aid assists students with the costs of their educational investment. Our committed team of professionals works in partnership with families, providing information on available options and assisting with the financial aid process.