



Office of Student Financial Aid Opportunity at the University of Iowa

**POSITION OVERVIEW**

<b>Department:</b> <a href="#">Office of the Student Financial Aid, Office of the Provost</a>		
<b>University Classification:</b> Financial Aid Manager	<b>UI Job Code:</b> PCF2	<b>Pay Level:</b> 4A
<b>Working Title:</b> Manger of Federal Campus-Based Aid, and Institutional & Private Loans		
<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> Senior Associate Director, Compliance & Fiscal Management	

**POSITION SUMMARY**

The **Manger of Federal Campus-Based Aid, and Institutional & Private Loans** serves as a deputy and principal advisor to the Senior Associate Director of Funds Management & Reporting. The Federal Student Aid Funds Manager collaborates with the strategic direction and operational objectives of the Funds Management & Reporting unit. Under general direction, the Federal Student Aid Funds Manager administers approximately \$2MM in Federal Campus-based Programs (SEOG & Federal Work-Study), \$2MM in Institutional & Health Profession Educational Loans, and \$30MM in Private Educational Loans. This position also works with the Senior Associate Director and Funds Manager to process and package Winter and Summer offers to students.

**WHAT YOU DO**

**Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based):**

- Oversees the awarding and administration of the Federal SEOG and FWS awards based on Title IV rules and regulations.
- Responsible for the day-to-day administrative management of the Federal SEOG, and Federal Work-Study (FWS) Programs, which includes monitoring fund usage and determining if new awards are needed, and alerting student employees and their employers when FWS students' earnings are near or have reached, reject record trouble-shooting and resolution, and monthly internal reconciliation.
- Manages the Institutional Emergency Loan Fund (Self Service Loans) and the UI Institutional & Health Profession Educational Loans Loan Funds.
- Partners and works collaboratively with the Funds Manager of Pell/Direct Loans/TEACH and Senior Associate Director of Systems & Award Management to process the awarding of Winter session and Summer session offers.
- Works closely with and serves as a back up to the position of Federal Student Aid Funds Manager.
- Sets up and administers the Federal HPL, NFLP, Nursing Loan, and other federal loan programs not processed through the Common Origination and Disbursement (COD) system.
- Monitors 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.
- Reviews OSFA website related to programs managed by this position and alerts the Manger of Communications and Training with updates.
- Other duties as assigned.

**One-on-One Consultation and/or Outreach Services:**

- Collaborates with the Pomerantz Career Center about the annual Student Employment Job Fair.
- Communicates with UI campus employers, and off campus non-profit/government employers regarding Work-Study regulations.
- Represents the OSFA and University at professional conferences, workshops, and symposiums as appropriate, as well as participates in ongoing training and professional development.
- Regularly meets with private loan representatives to examine their products and determine if they meet UI's standards to post on our preferred lenders list.

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- Consults with ELMOne staff, as well as any other certification systems used by individual lenders, University Accounting Staff, Treasury Operations staff, ECSI staff, and others to resolve origination and disbursement record issues
- Collaborates with our Manager of Communications and Associate Director of Advising/Outreach to ensure that the advising staff has the most up to date information from the lenders as they meet with each student to go over their rights and responsibilities as a borrower.
- Other duties as assigned.

## **Data Collection, Analysis, and Reporting:**

- Assists with completing the Fiscal Operations Report and Application for Participation in Campus-based Programs (FISAP).
- Gathers data and responds to audit requests.
- Monitors fund usage in SEOG, Work-Study, and loan programs and determines if new awards are needed.
- Responsible for suggesting changes in award maximums and Work-Study reimbursement percentages based on fund usage.
- Runs Work-Study Access queries to monitor usage.
- Responsible for reconciliation of SEOG and Work-Study via GLDSS
- Works w/MAUI IT on reporting requirements to COD as it relates to student work study earnings.
- Other duties as assigned.

## **Budget Oversight and Management:**

- Serves as an expert in the areas of Federal Campus-based aid processing, management, and reconciliation.
- Remains current on all federal regulatory requirements related to Federal Campus-based Program reporting and reconciliation.
- Other duties as assigned.

## **Leadership and Supervision:**

- Operates as a functional supervisor and assures the UI remains in compliance with how these tasks are carried out.
- Fosters positive and effective relationships with OSFA members and other colleagues on and off campus by valuing and practicing exemplary, respectful, and inclusive behaviors.
- Uses emotional contagion to affect the mood of group members, tone of group and group processes.
- Initiates structure: role clarification, setting standards, holding subordinates accountable, etc.
- Translates vision into specific functional or departmental initiatives.
- Uses a normative decision model (with leadership styles and situational variables) to select style.
- Employs various group decision-making methods depending on the situation.
- Promotes efficacy through monitoring, coaching & motivating subordinates, intervention, etc.
- Other duties as assigned.

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

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

*What this looks like:*

- Processes detailed information with high levels of accuracy.
- Productively balances speed and accuracy.
- Implements a variety of cross-checking approaches and mechanisms.
- Evaluates and makes contributions to best practices.
- Demonstrates expertise in quality assurance tools, techniques, and standards.
- Employs techniques for motivating personnel to meet or exceed accuracy goals.

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

*What this looks like:*

- Oversees data gathering and analysis activities for the project(s).

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- Advises on advanced data gathering and analysis methodologies and technologies.
- Evaluates the pros and cons of various data analysis methods for the project(s).
- Implements procedures and policies within a data processing function.
- Teaches others how to improve the validity and reliability of data used in various analyses.
- Evaluates best practices of data gathering and analysis.

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

*What this looks like:*

- Uses effective decision-making approaches such as consultative, command, or consensus.
- Differentiates assumptions, perspectives, and historical frameworks.
- Leverages experience in analyzing relevant data and assessing implications of alternatives.
- Identifies decision options and points and predicts their potential impact.
- Evaluates past decisions for insights to improve decision-making process.
- Makes sure assumptions and data are objectively analyzed in decisions.

## **Financial Aid Programs and Policies:** – Proficiency: Extensive

*What this looks like:*

- Develops student financial support programs using funds from external sponsors and organizations.
- Coordinates with related departments about financial aid programs.
- Addresses all student and employer inquiries directly related to student work study issues.
- Maximizes financial support to best meet students and their families' needs.
- Monitors financial aid accounts to ensure correct funding and balances.
- Negotiates payment plans, financial aid awards, and loan applications with the university, faculty, banks, and other related parties.

## **Resource Management:** – Proficiency: Extensive

*What this looks like:*

- Specifies the critical resource needs required to accomplish organizational objectives.
- Mobilizes resources needed to get things done.
- Negotiates with key stakeholders to obtain required resources.
- Applies specific metrics to analyze and revise resource requirements.
- Develops methods for maximizing resource utilization (re-engineering, outsourcing, automation, etc.).
- Updates resource requirements by identifying and responding to changing needs.

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

### **Collaboration/Positive Impact** – Proficiency: Extensive

*What this looks like:*

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

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

*What this looks like:*

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.

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- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

## Service Excellence/Customer Focus – Proficiency: Extensive

### *What this looks like:*

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service

## QUALIFICATIONS YOU BRING

### Required

- **A bachelor's degree** or an equivalent combination of education and experience is required.
- Experience **working in a post-secondary academic setting** or in another sector dealing with detail-oriented projects, counseling, and/or education, typically six months to one year.
- The ability to **think critically and provide input** and sound interpretations.
- The ability to **apply knowledge and decision-making skills** to individual situations.
- Demonstrates a **Working proficiency level** in:
  - Understanding of the **necessity and value of accuracy and attention to detail**; ability to process information with high levels of accuracy.
  - **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.
  - The ability to **work developmentally with students**; ability to promote student learning development and success by applying advising approaches to diverse individual student situations.
  - The **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.
  - **Microsoft Excel, Word, and Outlook.**

### Desired

- **A Master's degree in Student Development** or related field is desirable.
- Basic knowledge of **University policies, procedures, and regulations.**
- Demonstrates a **Working proficiency level** in:
  - The knowledge of 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 OFFICE OF STUDENT FINANCIAL AID

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.