Opportunity. Office of Student Financial Aid Opportunity at the University of Iowa

POSITION OVERVIEW

Department: Office of the Student Financial Aid, Office of the Provost

University Classification: Financial Aid Counselor

UI Job Code: PCF1

Pay Level: 3A

Working Title: Scholarship Coordinator and Financial Aid Associate

Percent Time: 100% (40hrs/wk.)

Position Type: Regular P&S, Ongoing

Administrative Supervisor: ☐ Yes ☒ No

(may supervise students)

Reports to: Assistant Director, Scholarships & Athletics

Compensation: $41,000-$43,000 anticipated hiring annual salary range; Competitive benefits

POSITION SUMMARY

This position will assist with coordinating the mid-year and annual scholarship reviews, including but not limited to managing scholarship correspondence, reviewing, and processing appeals, and tracking scholarship metrics. Additionally, this position will track overall number of appeals submitted, and review student persistence in enrollment based on appeal outcomes. This role will assist with scholarship portal (Blackbaud) management, work with the University of Iowa Center for Advancement scholarships, and provide support to various Professional Colleges, State of Iowa awards, and aid from external sources. This position also will interact with parents and students regarding scholarship policies and procedures, types of scholarships available, and eligibility requirements.

Additionally, this role provides administrative support to office Managers, Processors, and Advisors as needed with completing any required procedures or processes enabling students to receive their financial aid, advising students and parents, and updating Policy and Procedure Manual as needed. Assist with other duties as assigned.

WHAT YOU DO

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

• Serve to review and respond to scholarship renewal appeals for currently enrolled students and work collaboratively with Assistant Director and Senior Assistant Director of Scholarships for decisions.
• Track scholarship metrics including number renewed, lost, successfully appealed or denied, and number persisting after being granted a scholarship appeal and number persisting without a scholarship.
• Work with the Center for Inclusive Academic Excellence staff in administering scholarships.
• Serve as back-up for administering ad hoc scholarship programs (e.g., PTK, All Iowa/All-USA Academic Team Scholarships, National Recognition Programs, and National Merit) in collaboration with the Senior Assistant Director, Assistant Director, and Admissions staff.
• Serve to answer questions related to impact on scholarships due to enrollment changes (e.g. internships, co-op, and consortiums)
• Review reports and revises scholarships due to ethnicity or residency changes as needed.
• Serve as back-up liaison for athletic compliance as needed.
• Update individual athlete’s cost of attendance as needed per the Assistant Director.
• Review and resolve Athlete aid on Hold report as needed per the Assistant Director.
• Review and resolve Athletes over COA task bucket as needed per the Assistant Director.
• Assist with administering aid to the Professional Colleges as needed.
• Assist with administering State of Iowa funds as needed.
• Assist with updating the Office Policy and Procedure Manual as needed.
• Assist with advising students and parents about financial aid as needed.
• Assist the Office of Student Financial Aid with other duties as needed.

One-on-One Consultation and/or Outreach Services
**Data Collection, Analysis, and Reporting**

- Assist with review of data and make routine decisions based on established criteria.
- Track scholarship metrics including number of scholarships renewed, lost, successfully appealed or denied, and number persisting after being granted a scholarship appeal and number persisting with no scholarship.
- Assist with and serve as back up in creating new scholarships in the portal.
- Assist with and serve as back-up for trouble-shooting issues with the scholarship portal.
- Assist with and serve as back-up for running queries for UICA scholarships.
- Assist with creating Cost of Attendance charts for athletics.
- Send weekly transmittal report to athletics.

**Budget Oversight and Management**

- Provide information on scholarship program eligibility and renewal criteria.
- Coordinate and manage administrative procedures and policies to increase efficient and effective operations for a project, program, unit, department, or college/division.
- Make intermediate-level independent decisions regarding operational, administrative and financial activities.
- Assist with assuring compliance with various policies or procedures.
- Revise financial aid packages according to Title IV regulation and institutional policies.

**HOW YOU DO YOUR JOB** (learn more 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 insure that 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 gathering and analysis processes and policies.
- Reports problems that arise in the data collection process.
- Reviews the results to ensure the quality and accuracy of data gathering 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 a 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.
- Knowledge of compliance and regulations related to Federal financial aid.

Resource Management – Proficiency: Basic

- Identifies the 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.

Effective Communications – Proficiency: Working

- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when inappropriate.
- Looks for and considers non-verbal cues from individuals and groups.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.

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.


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:
- Bachelor’s degree or an equivalent combination of education and experience is required.
- Experience working in a higher education, post-secondary academic setting or in another sector dealing with budgeting, counseling, and/or education, typically six months to one year.
- Demonstrates a **WORKING proficiency level** in the following:
  - Communicating for effective relationships: 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.
  - Accuracy and attention to detail: necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
  - Data gathering and analysis: 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.
  - Microsoft Excel, Word, and Outlook.

Desired:
- 2 or more years of experience in a higher education, post-secondary academic setting
- Demonstrates a **BASIC proficiency level** in:
  - The knowledge of University of Iowa 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 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.