



University Information

Org/College: [Office of the Provost](#)

Department: [Office of Student Financial Aid](#)

UI Job Code: PCF1

Pay Level: [3A](#)

Job Function: Academic Support

Job Family: [Financial Aid Services](#)

University Classification: Financial Aid Counselor

Department Information

Org/Dept/Sub-dept #: 02-4666

Position #: 00267424

Working Title (if applicable): **Scholarship Coordinator and Financial Aid Associate**

This Position Reports to (Title/Position #): Assistant Director, Scholarship & Athletics

Position Has Administrative Supervision? No Yes

Position Information

Position Overview: This position is responsible for coordinating the mid-year and annual scholarship reviews, including but not limited to managing scholarship correspondence, reviewing, and processing appeals, and tracking scholarship metrics. This role will assist with management and oversight of the Iowa Scholarship Portal (Blackbaud), work with the University of Iowa Center for Advancement scholarships, be the primary point of contact for Athletic scholarships and financial aid offers, provide support to staff administering financial aid for the Professional and Graduate College students, State of Iowa awards & external/private scholarships. In this position, the individual will also update the Policy and Procedure Manual as needed.

This position will work closely with campus partners by attending weekly Admissions meetings, work collaboratively with the Office of Access and Support, participate in financial aid advisor meetings on a monthly basis, and represent the Office of Student Financial Aid at UI Admission's new student recruiting events.

Additionally, this position also will interact with parents and students regarding UI scholarship eligibility requirements, and policies and procedures. In this position, the individual will learn to administer the various types of scholarships while also maintaining Title IV financial aid eligibility. This role will provide administrative support to office Managers, Processors, and Advisors as needed, complete any required procedures or processes enabling students to receive their financial aid and will assist with other duties as assigned.

Salary: \$42,500 to commensurate

Campus Location: UCC

Work Modality: Hybrid

Percent Time: 100%

What You Do: (Key Areas of Responsibility)

<p>Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based) (PCF1): <i>Review data and make routine decisions based on established criteria. May be responsible for recommendations that may override established criteria based on expert knowledge. Communicate information regarding implementation to current staff. Communicate defined standards and regulations.</i></p>	<ul style="list-style-type: none"> • Review and respond to scholarship renewal appeals for currently enrolled students and work collaboratively with Assistant Director and Senior Assistant Director of Scholarships in determining if the appeal can be approved. • Track scholarship metrics and provide summarization of both year to date and historic data. • Work with the Office of Access and Support 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. • Respond to questions related to impact on scholarships due to enrollment changes (e.g. internships, co-op, and consortiums) and general financial aid questions from office staff, campus partners, parents and students. • Review various reports to award or revise aid. • Complete duties required for administering athletic scholarships and awards, including but not limited to, answering financial aid compliance questions, updating cost of attendance, reviewing reports to ensure aid is in compliance and will disburse. Individual will serve as the first point of contact for the Athletic department staff with financial aid questions. • Provide support to staff administering aid to the Professional & Graduate College students and for State of Iowa funds as needed. • Assist the Office of Student Financial Aid with other duties as needed.
<p>One-on-One Consultation and/or Outreach Services (PCF1): <i>Provide information to current and prospective students and their families regarding financial aid policies, procedures, application processes and financial aid options. Develop training materials related to the awarding process. Instruct, educate and interact with students, parents, general public and UI departments regarding application policies and procedures, types of financial aid, and disbursement of funds. Define framework for routine and non-routine communication.</i></p>	<ul style="list-style-type: none"> • Advise enrolled students/parents about scholarships and financial aid programs including application procedures and eligibility requirements for selection and renewal. • Attend various Admissions outreach events (e.g., Hawkeye Visit Days, Next Step Events and In Your Neighborhood Events). Some events may require travel. • Provide assistance and training to collegiate units on the use of the Iowa Scholarship Portal. • Counsel students on the steps to possibly regain scholarship eligibility, different aid options and provide referrals to campus partners as needed.
<p>Data Collection, Analysis and Reporting (PCF1): <i>Gather data.</i></p>	<ul style="list-style-type: none"> • Assist with the 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 of students who persist after losing their scholarship • Collaborate with the creation of new scholarship opportunities, running scholarship queries, and troubleshooting issues on the Iowa Scholarship Portal. • Revise student athletes cost of attendance and send weekly transmittal reports to the Athletic department
<p>Budget Oversight and Management (PCF1): <i>Advise management on budgetary needs or discrepancies.</i></p>	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Revise financial aid packages according to Title IV regulation and institutional policies.
--	--

Universal Competencies

<p>Collaboration/Positive Impact: <i>Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • 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.
--	---

<p>Service Excellence/Customer Focus: <i>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Enhances service by seeking ways to add value to customer interactions/services. • Demonstrates sincere concern and takes responsibility when a customer complaint, 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.
--	--

<p>Welcoming and Respectful Environment: <i>Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Maintains productive work relationships while considering multiple perspectives. • Resolves cross-cultural conflicts effectively. • Understands and describes the unit’s commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and the reasons for its importance. • Contributes to a welcoming and respectful workplace environment as described above.
---	--

Staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#)

How You Do Your Job: (learn about competencies and proficiency levels [here](#))

<p>Accuracy and Attention to Detail: <i>Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Processes detailed information with good accuracy. • Utilizes specific approaches and tools for checking and cross-checking outputs. • Develops and uses checklists to ensure that information goes out error-free. • Accurately gauges the impact and cost of errors, omissions, and oversights. • Learns from mistakes and applies lessons learned.
<p>Data Gathering and Analysis: <i>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.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • 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.
<p>Decision Making and Critical Thinking: <i>Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • 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.
<p>Financial Aid Programs and Policies: <i>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.</i></p>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> • List 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.
<p>Resource Management: <i>Plans, mobilizes and distributes resources to fulfill business objectives and plans.</i></p>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> • 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.

<p>Effective Communications: <i>Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.</i></p>	<p>Proficiency Level: Working</p> <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> ○ Delivers helpful feedback that focuses on behaviors without offending the recipient.
<p>Position Qualifications: <i>(for recruiting purposes only, fill when replacing position)</i></p>	
<p>Education (or equivalency) Required</p>	<ul style="list-style-type: none"> • Bachelor's degree or an equivalent combination of education and experience is required.
<p>Experience Required</p>	<ul style="list-style-type: none"> • 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.
<p>Competencies Required</p>	<ul style="list-style-type: none"> • Demonstrates a WORKING proficiency level in the following: <ul style="list-style-type: none"> ○ 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.
<p>Special Qualifications Required</p>	<ul style="list-style-type: none"> • Some occasional admissions events may require travel.
<p>Desirable Qualifications</p>	<ul style="list-style-type: none"> • 2 or more years of experience in a higher education, post-secondary academic setting • Demonstrates a BASIC proficiency level in: <ul style="list-style-type: none"> ○ The knowledge of University of Iowa policies, procedures, and regulations. • Demonstrates a WORKING proficiency level in: <ul style="list-style-type: none"> ○ 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.