



University Information

Org/College: The Office of the Provost			
Department: Office of the 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 #: 00000311	
Working Title (if applicable): Support Specialist, Federal, Private, & Campus-Based Aid	
This Position Reports to (Title/Position #): Robert Morley, Manager, Fed. Aid, Institutional & Private Loans	
Position Has Administrative Supervision? ☒ No ☐ Yes	

Position Information

Position Overview: This role will work collaboratively across the Office of Student Financial Aid and provide support to the Funds Manager Team. This role will work as needed 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 the Manager of Federal Campus-Based Aid, Institutional, & Private Loans, our Manager of Pell, TEACH, & Federal Direct Loans will provide oversight of Direct Loan, TEACH Grant, and Pell Grant tasks. Additionally, this role may assist other teams in the office as needed, such as, but not limited to, scholarship, FAFSA, and document processing, as well as front facing student/parent interactions by email, phone, and in office visits to help address questions about financial aid.	
Salary: Staring salary of \$42,500 to commensurate with experience	Campus Location: University Capitol Centre
Work Modality: Hybrid; 4 Days on Campus, 1 Day Remote	Percent Time: 100%, Regular P&S, Ongoing

What You Do (Key Areas of Responsibility):

Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based) (PCF1): Review data and make routine decisions based on established criteria. May be	- Assists FM with reviewing/approving/denying Institutional Loan requests through DocuSign and entering approved loans into MAUI. - Assists with the Work Study Changes task bucket. - Assists with the Institutional Emergency Loan Fund (Self Service Loans) and the UI Institutional & Health Profession Educational Loan Funds. - Reviews and completes tasks associated with various reports that organize issues that need to be resolved.
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responsible for recommendations that may override established criteria based on expert knowledge. Communicate information regarding implementation to current staff. Communicate defined standards and regulations.	- Assists with Title VII loans (Health Professions Loan, Primary Care Loan, Nursing Faculty Loan Program), and other federal loan programs not processed through the Common Origination and Disbursement (COD) system. - Assists with private loan management and certification. - Assists with various other tasks on the Funds Manager team as assigned.
One-on-One Consultation and/or Outreach Services (PCF1): 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.	- Assists with monitoring student use of federal work-study funding. - Helps with employing students as reading and math tutors in off-campus organizations. - Assists with recruiting, relationship building, and evaluation of our Off-Campus work-study sites - Completes private loan counseling with students to discuss loan amounts and provide borrower education. - Assist with Teach grant processing and awarding.
Data Collection, Analysis and Reporting (PCF1): Gather data.	- Assists with any work required to manage the Federal Direct Loan program, Pell Grant program, Federal TEACH program, etc. This includes Common Origination and Disbursement (COD) record reporting, reject record troubleshooting and resolution, and monthly external reconciliation. - Assists with reviewing OSFA website for correct loan and work-study information. - Assists with various monthly recon and student eligibility reports from COD which cross-references MAUI. · 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 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.

Universal Competencies

Universal Competencies are those that apply to all university jobs, support our mission, and are consistent with our core values. For detailed descriptions and proficiency levels, visit the Universal Competencies <https://hr.uiowa.edu/careers/competencies/universal-competencies> page.

Collaboration/Positive Impact: Proficiency Level: Working	Welcoming and Respectful Environment: Proficiency Level: Working	Service Excellence/Customer Focus: Proficiency Level: Working
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How You Do Your Job (learn about competencies and proficiency levels [here](#))

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>	Proficiency Level: Working - 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.
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>	Proficiency Level: Working - 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: <i>Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions.</i>	Proficiency Level: Working - 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: <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>	Proficiency Level: Working - 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: <i>Plans, mobilizes and distributes resources to fulfill business objectives and plans.</i>	Proficiency Level: 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: <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>	Proficiency level: 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.
Financial Analysis: <i>Knowledge of and ability to read, interpret and draw accurate conclusions from financial and numerical material.</i>	Proficiency level: Working • Works with a specific financial analysis tool set. • Utilizes basic qualitative and quantitative tools and techniques with proficiency. • Implements valid financial analysis aligned with key criteria. • Interprets major types of financial statements issued by the organization. • Applies principles used to evaluate the economics of investment decisions.
Interpersonal Relationships: <i>Knowledge of the techniques and the ability to work with a variety of individuals and groups in a constructive and collaborative manner.</i>	Proficiency level: Working • Collaborates with departmental associates and management. • Adapts interaction style to situations and people. • Identifies roles and responsibilities for self and others. • Demonstrates an understanding of alternative points of view. • Explains impact of interactions with individuals and groups.
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	

Position Qualifications:	
Education (or equivalency) Required	• A bachelor's degree or an equivalent combination of education and experience is required.
Experience Required	• Some experience (typically six months to one year) working in a post-secondary academic setting or in another sector dealing with budgeting, counseling, and/or education.
Competencies Required	Demonstrates a Working proficiency level proficiency level in: • Communicating for effective relationships: 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: preparing and delivering effective presentations.

	• Accuracy and attention to detail: 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: 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. • Microsoft Excel, Word, and Outlook.
Desirable Qualifications	• Minimum 1 year of Financial Aid Office experience • Demonstrates a basic proficiency level in: ○ The knowledge of University of Iowa policies, procedures, and regulations. • Demonstrates a working 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.