



## 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 #:** 00125632

**Working Title** (if applicable): **Scholarship Support Specialist**

**This Position Reports to** (Title/Position #): **Lacey Patterson, Assistant Director, Graduate Professional & State Aid Programs**

**Position Has Administrative Supervision?** ☒ No ☐ Yes

## Position Information

**Position Overview:** This position directly reports to Assistant Director, Graduate Professional and State Aid Programs, in the testing, awarding, revision, and review of state aid and graduate/professional aid programs. The role will also support compliance and reporting functions, including monitoring state aid in MAUI, completing year-end reporting with the Bureau of Iowa College Aid, and reviewing reports for accuracy and improvements. The position further provides assistance to graduate and professional colleges by monitoring educational costs and academic calendars, attending orientation events, and answering student and colleague inquiries, escalating complex issues as needed.

This position also provides administrative support for scholarship programs including University of Iowa Center for Advancement (UICA) funds, including awarding, revisions, compliance, and communications with campus partners. Responsibilities also include managing scholarship appeal and general question email accounts, participating in scholarship selection committees and reviews, and serving as administrative support for the University of Iowa Scholarship Portal.

This role may also support other office teams with FAFSA processing, document management, and direct communication with students and families. Will work closely with multiple teams within the Office of Student Financial Aid, interpreting policies, and providing clear guidance to students and families by email, phone, and in office visits to help address questions about financial aid.

**Salary:** \$42,500-commensurate

**Campus Location:** UCC

**Work Modality:** Hybrid

**Percent Time:** 100%

## What You Do: (Key Areas of Responsibility)

<p><b>Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based) (PCF1):</b> 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.</p>	<ul style="list-style-type: none"> <li>• Assist with student eligibility requests from Iowa Vocational Rehabilitation Services</li> <li>• Assist in the calculation and awarding for Health Professional Loans</li> <li>• Update state aid eligibility and awarding criteria documents</li> <li>• Attend Financial Aid Advisor meetings as needed</li> <li>• MAUI scholarship workflow awarding and revisions</li> <li>• Other duties as assigned necessary for the evaluation, awarding, and processing of student aid programs. May include cross-training in support of mission and goals across functional units of OSFA.</li> </ul>
<p><b>One-on-One Consultation and/or Outreach Services (PCF1):</b> 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.</p>	<ul style="list-style-type: none"> <li>• Attend college visit and orientation days for the professional colleges</li> <li>• Communicate policies and Federal regulations to students, parents, and campus partners</li> <li>• Answer graduate and professional student and campus partner questions and elevate to supervisor as needed</li> <li>• Conduct Private Loan Counseling sessions</li> <li>• Attend Admissions outreach events: Hawkeye visit days, Next Step events (requires travel)</li> <li>• Oversee and manage admission scholarship email accounts</li> <li>• Review and update scholarship award notifications annually</li> </ul>
<p><b>Data Collection, Analysis and Reporting (PCF1):</b> Gather data.</p>	<ul style="list-style-type: none"> <li>• Assist with state aid reporting and revisions to the Bureau of Iowa College Aid</li> <li>• Assist with the collection of graduate and professional program costs and academic calendars to ensure Federal aid compliance</li> <li>• Assist with manually building budgets and awarding graduate and professional programs</li> <li>• Provide administrative support for the University of Iowa Center for Advancement (UICA) scholarship funds: applications, reviews, awarding, renewals, and communications</li> <li>• Assist in the oversight and management of departmental scholarships in the University of Iowa Scholarship Portal</li> <li>• Assist in creating the University of Iowa Scholarship Portal user manual</li> <li>• Participate in scholarship selection committees</li> <li>• Assist with midyear and academic year scholarship eligibility reviews</li> <li>• Review financial aid reports for improvements and accuracy</li> </ul>

## 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.

<b>Collaboration/Positive Impact:</b> <i>Proficiency Level: Working</i>	<b>Service Excellence/Customer Focus:</b> <i>Proficiency Level: WORKING</i>	<b>Welcoming and Respectful Environment:</b> <i>Proficiency Level: WORKING</i>
<b>How You Do Your Job:</b> (learn about competencies and proficiency levels <a href="#">here</a> )		
<b>Accuracy and Attention to Detail:</b> <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 <ul style="list-style-type: none"> <li>Processes detailed information with good accuracy.</li> <li>Utilizes specific approaches and tools for checking and cross-checking outputs.</li> <li>Develops and uses checklists to ensure that information goes out error-free.</li> <li>Accurately gauges the impact and cost of errors, omissions, and oversights.</li> <li>Learns from mistakes and applies lessons learned.</li> </ul>	
<b>Data Gathering and Analysis:</b> <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 <ul style="list-style-type: none"> <li>Participates in gathering and analyzing data for a project or projects.</li> <li>Utilizes the basic data collection and evaluation tools and techniques.</li> <li>Follows proper data gathering and analysis processes and policies.</li> <li>Reports problems that arise in the data collection process.</li> <li>Reviews the results to ensure the quality and accuracy of data gathering and analysis.</li> </ul>	
<b>Decision Making and Critical Thinking:</b> <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 <ul style="list-style-type: none"> <li>Assists in assessing risks, benefits and consideration of alternatives.</li> <li>Participates in documenting data, ideas, players, stakeholders, and processes.</li> <li>Applies an assigned technique for critical thinking in a decision-making process.</li> <li>Recognizes, clarifies, and prioritizes concerns.</li> <li>Identifies, obtains, and organizes relevant data and ideas.</li> </ul>	
<b>Financial Aid Programs and Policies:</b> <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: BASIC <ul style="list-style-type: none"> <li>List types of major financial aid for undergraduate and post-graduate students.</li> <li>Identifies current institutional policies related to financial aid.</li> <li>Explains the application procedures for each type of financial aid program.</li> <li>Describes the laws and regulations related to financial aid in federal, state, or commercial loans.</li> </ul>	
<b>Resource Management:</b> <i>Plans, mobilizes and distributes resources to fulfill business objectives and plans.</i>	Proficiency Level: BASIC <ul style="list-style-type: none"> <li>Identifies the key resources at hand to fulfill own responsibilities.</li> <li>Demonstrates the ability to apportion resources to different components of a task.</li> <li>Applies the concept of sustainability to conserve and reuse resources where possible.</li> <li>Seeks help to obtain additional resources when necessary.</li> </ul>	
<b>Effective Communications:</b> <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 <ul style="list-style-type: none"> <li>Makes oral presentations and writes reports needed for own work</li> <li>Avoids technical jargon when inappropriate</li> <li>Looks for and considers non-verbal cues from individuals and groups.</li> <li>Listens to feedback without defensiveness and uses it for own communication effectiveness.</li> <li>Delivers helpful feedback that focuses on behaviors without offending the recipient.</li> </ul>	

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: *(for recruiting purposes only, fill when replacing position)*

<b>Education (or equivalency) Required</b>	<ul style="list-style-type: none"> <li>Bachelor's degree or an equivalent combination of education and experience is required.</li> </ul>
<b>Experience Required</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Competencies Required</b>	<ul style="list-style-type: none"> <li>Demonstrates a <b>WORKING proficiency level</b> in the following: <ul style="list-style-type: none"> <li>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.</li> <li>Accuracy and attention to detail: necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.</li> <li>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.</li> <li>Microsoft Excel, Word, and Outlook.</li> </ul> </li> </ul>
<b>Special Qualifications Required</b>	<ul style="list-style-type: none"> <li>Some occasional admissions events may require travel.</li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>2 or more years of experience in a higher education, post-secondary academic setting</li> <li>Demonstrates a <b>BASIC proficiency level</b> in: <ul style="list-style-type: none"> <li>The knowledge of University of Iowa policies, procedures, and regulations.</li> </ul> </li> <li>Demonstrates a <b>WORKING proficiency level</b> in: <ul style="list-style-type: none"> <li>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.</li> </ul> </li> <li>The knowledge of needs analysis and federal verification along with a basic understanding of Federal Methodology.</li> </ul>