

Job Description

Position Title: Coordinator, FA Records Operations

Job Family: Financial Aid and Scholarships

Job Type: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The FA Records Operations Coordinator are responsible for performing various duties in the coordination of Title IV programs, which include outreach, regulatory research, creating policy and procedures, fiscal and budgeting operations, creating/monitoring communication with students, and website development. The FA Records Operations Coordinator coordinates eligibility with the other program coordinators in the department. The FA Records Operations Coordinator are responsible for performing various duties in the coordination of Title IV programs, which include outreach, regulatory research, creating policy and procedures, fiscal and budgeting operations, creating/monitoring communication with students, and website development. The FA Records Operations Coordinator position requires the use of federally defined professional judgment, decision making autonomy and independent research of federal and state regulations to ensure compliance with administrative capability standards are met.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages the FA Student Record scanning into the Banner Document Management (BDM) system.
2. Assists with the BDM and FA Document Retention annual file plan review.
3. Assists with the FA Document purge as required to meet regulatory requirements.
4. Uses data and regulatory guidance to properly calculate, disburse, audit, recalculate, and reconcile accounts in accordance with Title IV regulatory timelines and reporting requirements.
5. Reviews comment codes associated with the ISIR to determine student eligibility and tracking requirements assigned to students.
6. Updates tracking requirements in Banner on individual student records as documents are received with a high degree of accuracy.
7. Reviews student requests for special circumstances, adds the corresponding items into the financial aid system and third-party applications, sends communication to students.
8. Cross-trains to process federal Return of Title IV calculations with a high degree of accuracy during peak time periods or as needed.
9. Provides input for policies, processes and process improvement regarding federal regulations and compliance.
10. Assists with business processes and financial aid information systems to ensure compliance is met with reporting and timelines.
11. Participates in regular Banner System upgrade testing and BDM upgrade testing.

12. Participates as a member of the CPOS Review Team, completes research, and processes course overrides as needed.
13. Reviews duplicate/suspense ISIR student records.
14. Assists with Satisfactory Academic Progress manual student reviews.
15. Completes quality control of financial aid operational processes for campus staff processes.
16. Assists with department financial aid and outreach events.
17. Manages all incoming documents through various forms such as mail, email, document portal uploads; including reviewing, updating system information, scanning, indexing, retention, and purging.
18. Communicates and cooperates with internal and external stakeholders. Develops and delivers analysis, recommendations, and reporting to stakeholders including internal and external auditors.
19. Completes annual regulatory training and professional development to keep abreast of federal regulation changes.
20. Assists with developing and organizing training and presentations for internal stakeholders.
21. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of related regulatory compliance principles and practices
2. Knowledge and application of interviewing and investigative methods and procedures
3. Knowledge of administrative procedures and practices
4. Knowledge of business management and fiscal practices
5. Knowledge and application of organizational and time management principles.
6. Skill in analyzing data and drawing conclusions
7. Skill in effective communication (both written and oral)
8. Skill in problem solving
9. Skill in positive, productive, and flexible customer service
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to apply effective and accurate data entry and typing skills
12. Ability to apply effective written and verbal communication skills

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below:

- Bachelor's degree in related field of study required.
- One (1) to Three (3) years of related experience in Title IV , Scholarship, or Grant Administration or related field required.
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- Three (3) to Five (3) years of related experience in Title IV , Scholarship, or Grant Administration or related field preferred.
- NASFAA Credentials required (or must obtain NASFAA credential within first year of employment)
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check required.
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- Must be able to obtain NASFAA Credential within first year of employment