

**Nipissing University
Job Description**

JOB TITLE:	Student Awards Coordinator
DEPARTMENT:	Finance
CLASSIFICATION:	Coordinator B
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION (STATUS):	Full-time Support Staff
SUPERVISOR:	Manager of Financial Aid & Financial Services

SUMMARY OF FUNCTIONS:

Reporting to the Manager of Financial Aid and Financial Services, the Student Awards Coordinator B is the primary and first point of contact and resource person for all internal and external funding programs available to current and prospective students of the University. The Student Awards Coordinator B is responsible for counselling students in assessing financial need and provides the delivery of the Ontario Student Assistance Program (OSAP) and related funding, and assists the Student Awards Coordinator C in the delivery of scholarship, bursary and awards program. Additionally, the Student Awards Coordinator B is responsible for reception duties for the Financial aid Office and assists with Student Accounts Receivable collection.

DUTIES AND RESPONSIBILITIES:

Delivery of OSAP and related programs (55%)

- Administer MCU online OSAP system to update and edit OSAP applications (receipt, edit, verify)
- Interpret Ministry policies and regulations as they relate to student financial assistance
- Review government loans and grants, determine eligibility, confirm income information
- Review, approve and assist with interpretation of supporting documentation
- Communicate with students and families, where relevant, to obtain clarification or information
- Advise of possible appeal options for students with exceptional circumstances
- Counsel students on all aspects of financial (credit history) and academic standing issues related to Ministry (MCU) guidelines
- Authorize and release loan and grant funding through electronic confirmation of enrolment
- Collect tuition and residence fees owed from approved funding; evaluate continuing eligibility
- Perform (audit & check) and approve OSAP appeals based on Ministry rules
- Resolve OSAP eligibility issues, eg discrepancies (such as incorrect asset valuation and income verification)
- Reassess OSAP entitlements resulting from course adds and drops, withdrawals, changes in student income, fee overrides, etc.
- Communicate withdrawal process in student inquiries and ensure students are familiar with their repayment obligations and options
- Educate students regarding application procedures for part-time OSAP programs
- Assess part-time student loan/grant applications (OSBP, CSL/CSG part-time)
- Approve documentation, update program information and release funds for part-time OSAP through MCU ONeKey system
- Direct tuition fees owed from approved loans; evaluate continuing eligibility
- Resolve and track problem files

- Enter (keypunch) hard copy application on the Ministry's MTCU system
- Reset OSAP passwords on the Ministry online system

Accounts Receivable Collection

(15%)

- Determine payee for all fee refunds for OSAP and ensure refund payment is returned to NSLSC, provincial government, federal government or the student
- Collect and process overpayments affecting OSAP access
- Reconcile sponsored student accounts with OSAP accounts (to prevent double funding)
- Assess (on an individual basis) the need for fee deferrals for students facing financial crises
- Advise students regarding application procedures for all Financial Aid opportunities through Nipissing U
- Respond to basic student fee inquiries

Guidance & Referral

(15%)

- Share knowledge of OSAP Guidelines with students regarding potential financial repercussions of dropping and/or failing courses, academic progress as it relates to OSAP eligibility
- Assist students in preparation of budgets, financial aid eligibility, application procedures, variations of aid programs, costs, indebtedness, money management and financial planning while individualizing information to the particular needs of the student
- Respond to distraught students and act as a resource to suggest alternate funding sources
- Refer students in crisis to Student Development Services, Counselling Services and learning strategists as well as peer mentoring groups on campus, the food bank
- Provide guidance and direction to students in all aspects of financial aid, completion of submission of affidavits, awards, budgeting, fees, taxation, etc.

Scholarship, Bursaries and Awards and Part-Time Student Loan/Grant Applications

(5%)

- Ensure accuracy and input of all scholarship and bursary entries and reconciliation of the Ministry's MTCU bursary recording system
- Assist in the process of reconciling expenditures and applications related to the government's bursary for students with disabilities
- Collect and track processing of various internal applications (usually submitted by email) , verify accuracy, ensure eligibility for external awards
- Collect, maintain and post external scholarship resources
- Assess NUwork/work-study eligibility

Reception/Secretarial duties

(5%)

- Assess urgency of student's situation
- Provide significant guidance and direction to students in all aspects of financial aid, awards, budgeting, fees, taxations, etc
- Provide creative solutions for students to secure the funding they require
- Generate reports and reconciliations as requested by Manager
- Respond to or redirect, if necessary, queries received through the financial aid email account
- Miscellaneous typing, filing, reception for financial aid-related activities
- Respond to basic student fee inquiries
- Organize, prioritize and monitor financial aid email account and financial aid telephone

Liaison/Resource

(5%)

- Coordinate with National Student Loan Centre, Ontario Government, Government of Canada, banks, finance office personnel and students to resolve processing problems, funding issues and delays
- Represent the University by participating in new student orientation sessions and conferences regarding all aspects of financial aid
- Promote awareness of all assistance programs including design and creation of printed materials, use of posters, student email system, monitor system
- Assess and respond to all telephone calls and email inquiries from current and prospective students regarding all aspects of student financial assistance
- Any other duties as assigned by Manager of Student Awards and Financial Services

Any other duties as assigned

QUALIFICATIONS:

Education: Three year diploma in Business Administration or Accounting from a recognized College

Training and/or experience may be substituted for formal academic training at the discretion of the University

Training, Experience, Knowledge & Skills Required:

- Minimum of one to two years of relevant work experience
- Demonstrated knowledge of the Ministry's MCU and ONeKey computer system
- Demonstrated knowledge and understanding of current OSAP policies and procedures
- Understanding of Municipal and Provincial social programs, WSIB, ODSP, EI, CPP etc.
- Strong analytical and problem solving skills
- Ability to work under pressure and meet deadlines
- Ability to make sound judgements independently
- Ability to demonstrate tact, diplomacy, creativity and innovation
- Ability to maintain complete confidentiality
- Excellent accounting/budgeting skills
- Strong understanding of personal finances
- Work with minimal supervision
- Knowledge of University policies respecting fees and registration and generally meeting degree program requirements
- Excellent interpersonal, organizational and communication skills
- Strong computer skills (Windows, Microsoft Office including Access, Ellucian, Explorer (Internet))

RELATIONSHIPS/CONTACTS:

Supervised by: Manager of Financial Aid & Financial Services

Internal Contacts: Students, staff and faculty

External Contacts:

- Ministry of Training, Colleges & Universities
- National Student Loan Centre and Financial Institutions
- Canada Student Loans Program
- OASFAA Executive
- Ontario Works

MATERIALS UTILIZED:

- General office equipment
- MTCU on-line system, Secure Ontario government One Key Portal
- Microsoft Office (Word, Excel, Power Point and Access), Internet Web Browsers
- Ellucian

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Sitting/standing/walking
- Visual and mental concentration
- Working extended periods with computer keyboard/screen
- Frequent interruptions
- Dealing with long line ups and impatient clients from time to time
- Most deadlines predictable

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Date

Employee Signature

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Approvals

Supervisor

Date

Director, Human Resources

Date