



Position Description Financial Aid Coordinator

APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a [KWU Employment Application](#), cover letter, resume/curriculum vitae, three references, teaching philosophy, and your salary requirements. Please email your application materials to hr@kwu.edu.

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Job Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:

- Applications will be taken until job is filled.
- Interviews will begin when qualified applicants are identified and continue until the job is filled.
- The job starts as soon as possible.

KWU is an Equal Opportunity Employer and encourages diversity in employment. We will check references of past employers and personal references. We will acknowledge receipt of your application as soon as we receive it.

ADMINISTRATIVE INFORMATION

POSITION TITLE: Financial Aid Coordinator

POSITION'S OPERATING GROUP: Financial Aid

GROUP'S PURPOSE AND MAJOR RESPONSIBILITIES: The Student Financial Planning Office serves as half of the student services team within the K-Dub Hub. Student Financial Services works with other campus constituents to ensure students and their families have a financial plan to meet their educational goals and to process financial aid in compliance with federal and state regulatory guidance.

POSITION'S DEPARTMENT: Student Financial Planning

DEPARTMENT'S PURPOSE AND MAJOR RESPONSIBILITIES: To provide outstanding financial planning services to KWU students and their families.

POSITION'S DIRECT SUPERVISOR: Director of Financial Aid

DATE POSITION LAST REVIEWED OR ANALYZED: February 2023; Revised by Director of Financial Aid, reviewed by Human Resources.

POSITION'S EMPLOYMENT STATUS: Full-time, non-exempt, at-will.

POSITION INFORMATION

POSITION SUMMARY: The Financial Aid Coordinator provides a wealth of financial aid knowledge to students and families for federal, state, and institutional programs in accordance with all applicable rules and regulations. The person in this position is responsible for providing superb customer service to students and their families as well as inter-departmental groups.

POSITION WORKS WITH: A high level of contact with students and families as well as being responsible for file review, awarding/processing of current and new incoming students attending Kansas Wesleyan University.

POSITION'S BUDGET AUTHORITY: None.

POSITION'S PHYSICAL WORKING CONDITIONS: Ability to safely and properly use general office equipment including the computer, fax, telephone, and copier. Equipment is in various locations. Some problems may necessitate research to solve. The information being researched may be located in various offices and be in various formats necessitating

pulling files or traveling to other offices. Requires prolonged periods of time on the computer and/or seated at a desk or table. Must be able to travel to off-campus locations, able to spend extended periods of time talking with students and other constituents.

JOB'S UNUSUAL HAZARDS OR WORKING CONDITIONS:

JOB'S WORK SCHEDULE: Forty hours per week during daytime, evening, and some weekend hours. Scheduled work shifts will be between the hours of 8:00 a.m. and 5:00 p.m. and may change. Overtime may be required or permitted with prior approval.

JOB'S TRAVEL REQUIREMENTS: Limited

POSITION RESPONSIBILITIES AND DUTIES

JOB'S ESSENTIAL DUTIES:

1. Uphold the mission of Kansas Wesleyan University and observe ethical standards in accordance with the Statement of Processional Ethics of the National Association of Student Financial Aid Administrators Statement.
2. Maintain a friendly and professional demeanor through verbal, written, and electronic communication with students, parents, faculty, and staff, while giving accurate feedback within the FERPA guidelines.
3. Counsels and assists students with all necessary forms for enrollment and financial assistance, utilizing Jenzabar CX as a daily tickler system and documentation of finance activity and results of follow up. Collects required student documents utilizing phone contact, email, regular mail, blocking from class, etc.
4. Processes and completes the finance portion of the registration procedure, obtains promissory note confirmations, and assists with additional loan requests.
5. Assists with the verification process by collecting verification documents, ensures all appropriate signatures are obtained, collects verification worksheets, tax returns and W-2's if applicable and secures dependency documentation, if applicable.
6. Provide support and training to other members of the KWU community regarding financial aid compliance and regulatory updates.
7. Assists students and parents during various event days by conducting group FAFSA, loan document, and financial management sessions.
8. Completes ISIR (FAFSA) and COD file load jobs consistently and updates documentation of the process as necessary.
9. Prepares and monitors student disbursement reports and processes aid in a timely manner. Responsible for Parent PLUS and Alternative education loan programs including repackaging aid to include additional loans and certifying and processing these additional loan funds.
10. Assists with completing, distributing, and collection of signed federal work-study authorization forms, if applicable.
11. Determines if a student withdraws, follows up with late disbursement, cancels future and/or current aid as appropriate, reviews students account, processes exit counseling and reviews all information with the student, if available.
12. Reviews NSLDS (National Student Loan Data System) to ensure proper financial aid awarding.
13. Prepares, reviews and awards assigned student packages.
14. Reviews FA checklist to ensure all required documents are received and completed properly.
15. Documents within university's database, contact manager (Jenzabar CX), with proper financial aid activity and results of follow up.
16. Attends state/local financial aid meetings upon request.
17. Ensures that the financial packaging process is completed each semester for all students, new incoming and current as assigned in compliance with federal, state, and institutional rules and regulations.
18. Provides assistance with data retention needs and assists with future system implementation.

JOB'S OTHER DUTIES:

- Performs other duties as assigned.

POSITION QUALIFICATIONS

EDUCATION:

- PREFERRED: Bachelor's Degree.

CERTIFICATIONS AND LICENSES:

- None

WORK EXPERIENCE:

- 1 to 3 years of experience working in Financial Aid or education field and knowledge of federal and state financial regulation is strongly preferred.
- Experience with Jenzabar CX is preferred.

KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA's:

MINIMUM REQUIRED:

- Must understand the philosophy of private higher education and support the mission of Kansas Wesleyan University. Ability to think critically and make reasonable decisions in a fast-paced environment.
- Excellent attention to detail and follow up.
- Proven math and/or accounting skills.
- Proven ability to communicate and participate effectively in a team-oriented environment. Excellent customer service and communication skills.
- Computer experience required particularly in Microsoft Excel and Word.
- Must be able to read, understand, apply, and explain federal and institutional policies and regulations as well as apply professional judgement when appropriate.
- Must possess excellent interpersonal skills and demonstrate a commitment to developing connections with and providing superb customer service to the KWU community.

NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS

1. THIS JOB/POSITION DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS POSITION. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of the University, all employees of Kansas Wesleyan are to be considered as an "at-will" employee.
3. All employees of Kansas Wesleyan University are considered to be "responsible employees" pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. In order to fulfill its mission as a Christian institution, preference in hiring shall be given to persons who can affirm the Institution's mission.
5. All "offers of employment" are subject to a criminal background check prior to employment.