

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 Student Awards and Financial Services, the Student Awards Coordinator B assists the Student Awards Coordinator C as a point of first contact for all internal and external funding programs available to current and prospective students of the University. Student Awards Coordinator B assists the Student Awards Coordinator C in the delivery of the Ontario Student Assistance Program (OSAP) and related funding, and assists in the delivery of the scholarship, bursary and awards program. Additionally, 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 MCURES online OSAP, CIFS, Micro-Credential, and OLSG policy and processes 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, and confirm income information
- Review, approve and assist with the interpretation of supporting documentation
- Communicate with students and families, where relevant, to obtain clarification or information
- Advice of possible appeal options for students with exceptional circumstances
- Counsel students on all aspects of financial (credit history) and academic standing issues related to MCURES 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 the withdrawal process in student inquiries and ensure students are familiar with their repayment obligations and options
- Educate students regarding application procedures for OSAP programs such as: part-time, full-time, Micro-Credential, OLSG, and CIFS
- 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 MCURES OPS BPS Secure system
- Direct tuition fees owed from approved loans; evaluate continuing eligibility

- Resolve and track problem files
- Enter (keypunch) hard copy application in OPS BPS
- Secure/Reset OSAP passwords in OPS BPS Secure

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 in the OPS BPS Secure 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 NUWorks/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 the Manager
- Respond to or redirect, if necessary, queries received through the financial aid email account
- Miscellaneous typing, filing, and reception for financial aid-related activities
- Respond to basic student fee inquiries
- Organize, prioritize and monitor the 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, and 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 the 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 Colleges, Universities, Research and Security (MCURES) National Student Loan Centre (NSLSC)
- Financial institutions
- Canada Student Financial Assistance Program (CSFA)
- OASFAA Executive
- Ontario Works

MATERIALS UTILIZED:

- General office equipment
- MCURES on-line system, OPS BPS Secure
- Microsoft Office (Word, Excel, Power Point and Access), Internet Web Browsers
- Ellucian

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Sitting/standing/walking
- Some visual and mental concentration
- Some extended periods at the computer keyboard/screen
- Frequent interruptions
- May deal with long line-ups and impatient clients from time to time
- Most deadlines are 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**Approvals**
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Supervisor

Date

Human Resources

Date