

## Nipissing University Job Description

**JOB TITLE:** Student Awards Coordinator, Recruitment

**DEPARTMENT:** Finance

**CLASSIFICATION:** Coordinator B

**WAGE GRADE:** WG 60

**EMPLOYMENT DEFINITION (STATUS):** Full-time Support Staff

**SUPERVISOR:** Manager of Student Financial Services

### **SUMMARY OF FUNCTIONS:**

Reporting to the Manager of Financial Aid & Financial Services, the Student Awards Coordinator, recruitment is the primary Financial Aid contact and resource for all prospective students and plays an important role in Nipissing University's recruitment activities. The Student Awards Coordinator will promote entrance scholarships, bursaries and awards, and is responsible for providing financial counselling to incoming students and assessing their financial needs and eligibility for OSAP. Additional areas of responsibility include reviewing the OSAP year-to-date files to provide outreach support to students with disabilities, youth in care, and other special student circumstances.

This position will require occasional travel and regular evening and weekend work. Candidates must be available for Open House Events as well as the Ontario Universities Fair. The Student Recruitment and Financial Aid Officer will be notified in advance of any changes to the regularly scheduled shifts as outlined in Article 22.02 of the collective agreement.

### **DUTIES AND RESPONSIBILITIES:**

#### **Guidance & Referral (30%)**

- 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 needs of the student
- Track and communicate all award deadlines
- Respond to distraught students and act as a resource to suggest alternate funding sources
- As appropriate, refer students in crisis to Student Development Services, Counselling Services and learning strategists as well as peer-2-peer tutoring
- Provide guidance and direction to students in all aspects of financial aid, completion of submission of affidavits, awards, budgeting, fees, taxation, etc.
- Refer students with identified persistent, prolonged, or permanent disabilities to Student Accessibility Services to facilitate necessary BSWD/CSG-D applications
- Promote awareness of the Canada Learning Bond for eligible students from low-income families
- Provide guidance to assess financial needs and determine eligibility and urgency for current and prospective students (i.e., budgeting, bank/loan negotiations and repayments, overpayment issues, application and appeal procedures etc.)

- Provide recommendation of supplemental resources/alternate funding/full versus part-time study etc.

**OSAP** **(30%)**

- Utilize MCURES OSAP on-line system to update and edit OSAP applications
- Assess and release loan and grant funding through electronic confirmation of enrolment
- Assist students in appealing OSAP results
- Counsel students on all aspects of financial (credit history) and academic standing issues related to MCURES guidelines
- Monitor and assign academic probation and restrictions on OSAP files
- Create and maintain OSAP appeal cover/information sheets (to be submitted to OSAP with appeals)
- Administer MCURES 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, 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
- 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 (MCURES) guidelines
- 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.
- Educate students regarding application procedures for part-time OSAP programs
- Direct tuition fees owed from approved loans; evaluate continuing eligibility
- Track and resolve problem files
- Review of the Full-Time Year-to-Date file for disability status, Youth-in-Care, and outstanding supplemental documentation

**Scholarships, Bursaries and Awards** **(10%)**

- Assist in the development and implementation of student award policies, procedures and guidelines
- Monitor entrance scholarship programs across Ontario. Provide competitor analysis and market research.
- Promote the Entrance Award Application, process and deadlines.

**Liaison/Resource** **(10%)**

- Represent the university by participating in high school visits, orientation sessions, university evenings, and training of other staff (e.g., liaison and residence) regarding all aspects of financial aid
- Field telephone calls and e-mail inquiries from prospective students regarding all aspects of student financial assistance
- Promote awareness of all assistance programs, including design and creation of printed materials, posters, student e-mail system, webinars and videos
- Collect and maintain external scholarship resources
- 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
- Develop and facilitate virtual and in-person information sessions, specific to student finances. In person sessions may be held both on campus and off campus in a variety of locations, including universities, colleges, secondary schools and community locations
- Meet with prospective students one-on-one, and in small group settings, to provide information and guidance on financing their studies

<b>Events</b>	<b>(10%)</b>
<ul style="list-style-type: none"> <li>Represent Financial Aid at on and off-campus recruitment events, such as, the campus tour program, guidance counselor breakfast, special campus visit events (Open House and group tours) and the Ontario Universities' Fair</li> <li>Represent Financial Aid at school visit days where Nipissing hosts Ontario High School students</li> <li>Providing tailored presentations at the request of other departments when they are hosting groups of potential students for departmental events/efforts, and at NSO</li> <li>Assist with all events, when necessary, related to any recruitment campaign regardless of target applicant type</li> </ul>	
<b>Part-time Financial Assistance Programs</b>	<b>(5%)</b>
<ul style="list-style-type: none"> <li>Maintain the Part-time Canada Student Loan Program and provide guidance to students regarding application procedures for Financial Aid</li> <li>Review applications to determine eligibility and extent of financial need and determine which program best suits the student's circumstances</li> <li>Approve documentation, update program information and release funds through MCURES's ONE-Key system</li> <li>Monitor course load and academic progress utilizing the student information system</li> <li>Review of the Part-Time Year-to-Date file for disability status and Full-Time eligibility</li> </ul>	

<b>Misc. Other Duties</b>	<b>(5%)</b>
<ul style="list-style-type: none"> <li>Liaise with other departments to confirm eligibility and process requests</li> <li>Respond to or redirect, if necessary, queries received through the financial aid email account</li> <li>Respond to all telephone calls and email inquiries from prospective students regarding all aspects of student financial assistance</li> <li>Respond to basic student fee inquiries</li> <li>Participate in regular team meetings with both the Recruitment and Finance Teams</li> </ul>	

Any other duties as assigned.

#### **QUALIFICATIONS:**

**Education:** University degree, preferably from Nipissing University, in Business

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

#### **Training, Experience, Knowledge & Skills Required:**

- Minimum of two (2) to three (3) years of practical experience administering financial aid in a post-secondary education setting
- Training in marketing, personal finance and taxation, counselling, communications, or human behaviour
- Proven sales/recruitment/liaison experience, knowledge and skills
- Excellent interpersonal and communication skills
- Strong computer skills (Microsoft Office including Ellucian, mail merge through Word/Excel, Internet Browser, web editing software)
- Ability to conduct workshops, presentations and implement projects

- Accounting/budgeting/counselling skills
- Strong understanding of personal finances
- Ability to maintain complete confidentiality
- Understanding of Municipal and Provincial social programs, OW, ODSP, WSIB, EI, CPP etc.
- Ability to interpret MCURES guidelines for graduate funding, Tuition reinvestment, etc.
- Working knowledge of MCURES's ONE-Key on-line computer system
- Knowledge of Income Tax Act, OSAP Policies and Procedures
- Knowledge of bankruptcy and bankruptcy related events
- Ability to work under extreme pressure and meet deadlines
- Ability to make sound judgements independently
- Familiarity with Informer to generate reports (or similar software system)
- An understanding of Nipissing's degree programs and course credit system would be considered an asset
- Valid G class Ontario Driver's License
- Must have current a criminal record check/vulnerable sector check (i.e. not have been convicted of a criminal offence for which a pardon has not been granted)

#### **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Manager of Financial Aid & Financial Services

**Internal Contacts:** Staff, faculty and students

**External Contacts:**

- Ministry of Colleges & Universities
- National Student Loans Centre
- OASFAA Executive
- Ontario Works/Ontario Disability Support Program
- High School Guidance Counsellors, Teachers, and Principals
- Prospective Students/applicants
- Parents, Family members and supporters of Prospective Students
- Representatives from colleges and universities, as well as community agencies

#### **MATERIALS UTILIZED:**

- General office equipment
- MCURES on-line system (ONE-Key), out of province on-line systems
- Microsoft Office (Word, Excel and Access)
- Informer Reporting software (Internet Browsers)
- Calculator
- Automobile (rental)
- Strategic Academic, Marketing and Recruitment Plans
- Customer Relationship Management (CRM) Software
- Nipissing Recruitment Materials (student guides, college transfer guides, academic calendar, website, videos, photography etc.)

#### **PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS**

- Some visual and mental concentration
- Working extended periods with computer keyboard/screen
- Sitting/standing/walking

- Frequent interruptions
- Separate workstation
- May be required to work occasional evening or weekend to support institutional recruitment
- Occasional individual travel may be required. Travel includes days away from campus and may include winter travel.

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**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 my responsibilities as herein described.**

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Employee Name (Please Print)

Date

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Employee Signature

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**Approvals**

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Supervisor

Date

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Human Resources

Date