



OUT OF SERVICE JOB POSTING

Applications for this posting will be accepted from current employees and the general public who meet the minimum qualifications of the job. Regular employees as defined in the CUPE Collective Agreement shall be considered prior to all others.

JOB POSTING U0-084

CLOSING DATE: July 29, 2010

FINANCIAL AID ADVISOR

FINANCIAL AID & AWARDS

STUDENT SERVICES

Note: This is a **full-time term** position, starting as soon as possible up to and including September 16, 2011, and is expected to be located at both Lansdowne and Interurban Campuses. Hours of work will be Monday to Friday, 8:30am to 4:30pm with occasional shifts being scheduled from 10:00am to 6:00pm. (35 hours per week).

GENERAL STATEMENT

Under the direction of the Coordinator, Financial Aid & Awards, the Financial Aid Advisor plays a key role in the departmental team. The advisor serves as an advocate in assisting students in obtaining the financial support needed to achieve their educational and career goals. This includes administering and managing loan applications and other student funding options: both bursaries and awards; promoting the positive image and purpose of the College; and includes responsibility for data entry and clerical support needed to administer and manage financial assistance programs. The advisor may assume primary responsibility for one or more supplementary financial assistance program. The advisor may be required to travel between campuses to support staff and operations at both locations.

TYPICAL DUTIES

Provides high levels of service to students and acts as a resource for college staff.

- Responds to a variety of financial assistance inquiries.
- Maintains an advocacy role in providing support to students.
- Interprets and advises clients on financial assistance policies as well as their responsibilities and obligations related to applying for and receiving financial assistance.
- Uses judgment, creative problem-solving techniques and tact to resolve client issues and conflicts related to funding applications.
- Advises clients regarding budgeting, student loan debt, loan consolidation, interest-free status and debt repayment.
- Recommends alternative actions and strategies for clients who are denied funding; for example, provides information on re-establishing funding eligibility and on appeal processes.
- Delivers financial assistance information sessions to students, external groups, College personnel and government agencies as required, e.g. budgeting and debt management.

Administers and manages student loan and other student funding options including bursaries and external awards.

- Manages and monitors supplementary program budgets to ensure that funds are awarded appropriately and within budget.
- Manages electronic confirmation of enrolment and disbursement of other financial assistance funds according to established policies and procedures.

- For supplementary financial assistance programs, clarifies eligibility requirements, reviews applications for accuracy and completeness, assesses applications and allocates funds.
- Administers one or more supplementary financial assistance programs such as Adult Basic Education Student Assistance Program and Internal Bursaries, as required.
- Performs data entry and clerical functions as required to support the administration and management of financial assistance programs.

Promotes, monitors and reports on financial assistance programs.

- Maintains records, files, and financial aid statistics to facilitate program reporting requirements and the preparation of annual reports for Coordinator's signature.
- Understands, monitors, and verifies student eligibility for participation in government financial assistance programs. For example, reporting withdrawals and unsuccessful completion and monitoring minimum course-load requirements.
- Prepares and updates information to support program funding, e.g. Institutional Appendix.
- In consultation with Coordinator and Publications, drafts content and updates for departmental specific publications, website and support material.
- Communicates with college personnel, government and agencies as required.

Contributes to the development of a strong, efficient team and department.

- Orients and trains staff as required when personnel or responsibilities change.
- Provides input to the development and enhancement of methods and procedures for Financial Aid & Awards operations and administration.
- In collaboration with Coordinator & Training & Audit, reviews and recommends enhancements to technical supports and business processes required to deliver quality financial assistance programs and services.

Develops and maintains expertise needed to ensure a high level of service.

- Develops and maintains current working knowledge of financial assistance policies and procedures related to all funding assistance programs including internal bursary program and other provincial and territorial programs.
- Develops and maintains an awareness and understanding of published or researched best practices, policies and procedures in the area of financial assistant programs and awards.
- Develops and maintains a working knowledge of financial assistance functions within Colleague and the integrated relationships and impacts with Finance and Student.
- When delegated by the Coordinator, represents the department on College or external committees.

Performs other related duties similar in scope and complexity

QUALIFICATIONS

Completion of a Bachelor's Degree and at least 3 years of experience directly related to student financial assistance or equivalent combination of education and experience. In addition, successful candidate will have excellent computer skills including proficiency with word processing, data entry, spreadsheets, email and databases. Current examples include Colleague, MS Office, Outlook and Student Financial Aid System (SFAS).

PLUS

- Ability to prioritize daily tasks and duties.
- Excellent human-relations skills such as effective listening.

- Excellent problem-solving, presentation and communication skills.
- Proven ability to work as a team member.
- Excellent attention to detail and ability to respect confidentiality.
- Ability to work effectively with a diverse population.
- Ability to take responsibility and make independent decisions that support the interests of students and the College.
- Proven ability to handle student, public, agency and staff inquiries with respect, confidence and tact.
- Excellent working knowledge of the BC Student Assistance Program policies and procedures.

SALARY: Pay Grade 11, \$24.29 to \$25.93 per hour (JE 399)

REPLACES: K. Meadows

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