

# ROBERTS WESLEYAN UNIVERSITY

## Job Description

### Job Title

Operations Coordinator

### Department

Student Financial Services

### Reports to

Asst. Director of Student Financial Services, AGE

### Status

Professional Non-Exempt

**Job Objective:** The Operations Coordinator for the Office of Student Financial Services is an integral role. Key functions include administering the New York State Tuition Assistance Program, private loan processing, tax form processing, as well as regulatory compliance.

### Skills:

- Self-leadership and problem solving are required, as are organizational and time management skills
- Accuracy, documentation, process and attention to detail are critical to meeting federal, state and multiple other regulatory requirements
- Must be able to manage multiple tasks and competing priorities while meeting deadlines
- Must be customer service oriented. Able to work collaboratively and effectively with various groups and departments within the University
- Proficient with computers and highly automated systems
- A strong commitment to the mission of Roberts Wesleyan University

### Job Responsibilities:

#### **New York State Tuition Assistance Program (TAP) and State Grants (30%)**

1. Management of the NYS Tuition Assistance Program (TAP) as well as all other state grants. Maintain necessary records and provide reporting needed to assure fiscal accountability for all NYS grant programs.
2. Review consolidated rosters for Grant consideration by NYS applicants
3. Manage the APTS applications, selection process and certification

#### **Federal Processes (30%)**

1. Assisting Senior Operations Coordinator in processing disbursements twice a month for financial aid
2. Working in EdConnect/SAIG to import ISIR's, Master Promissory Notes, Entrance Counseling and analyzing the contents
3. Fresh Start processing & monitoring
4. Federal Student Loan processing of loan defaults
5. Assisting Senior Operations Coordinator in student record retrieval for annual federal audit

#### **Private Loan Processing (10%)**

1. Accessing external site for eligible private loans for students
2. Certify student's loan with their eligibility
3. Confirm amount of loan fits within student's Cost of Attendance
4. Collaborate with Finance when funding comes in to ensure loan is received and placed in PowerFAIDS and PowerCampus correctly

### **1098T and TL11A Processing (10%)**

1. Working in collaboration with the Executive Director of SFS and ITS to process 1098T: U.S. annual tax form for students that outline their qualified tuition & expenses and scholarships (Deadline January 30)
2. Maintaining separate email inbox and voicemail box
3. Processing TL11A: Canadian tax document listing Tuition and Fees for a given calendar year(Deadline February 28)
4. Processing and customer service of these required tax documents according to governmental regulations

### **Regulatory Compliance (20%)**

1. Assist in the development and maintenance of the policy and procedure manual
2. Stays current on federal regulations with respect to loans, disbursements of federal funds, reconciling, cash management and processing of credit balances
3. Ensures effective operation of the area of responsibility within the Student Financial Services by developing and recommending policies, conducting program evaluation, adapting the systems to maximize efficiency, working collaboratively with colleagues, and performing duties as assigned by the executive director
4. Supports the University's enrollment management plan by managing the area of responsibility in a manner consistent with the recruitment and retention goals
5. Contributes to the overall success of the Student Financial Services office by performing all other duties as assigned

### **Key Performance Measurements:**

- € New York State Tuition Assistance Program and other state grants administered accurately and timely
- € Private loan processing
- € Accurate and timely tax documents

### **Preparation and Training**

- Bachelor's degree required
- Detail oriented, with excellent computer abilities
- Strong commitment to teamwork
- Strong oral and written communication skills

### **Experience**

- Strong MS Office experience, specifically in excel
- Accounting experience preferred
- Knowledge and experience financial aid, PowerFAIDS software preferred
- Self-motivated with strong problem solving skills

### **Consequence of Error**

Errors in this area could negatively impact all Title IV funding for the institution; including risking the ability to award federal and state financial aid. This person will have a large impact on the quality of our customer service and regulatory compliance.

### **Confidential Data**

This person needs to be able to work well with confidential material, including personal financial and academic information, and share only as per policy.

**Level of Supervisor**

Minimal supervision provided by the Director of Student Financial Services. Must be self-motivated to understand problems and find solutions. Must be a self-started, willing to dig into details, understand problems, propose and implement solutions. Must be able to prioritize tasks and make decisions within pre-defined parameters.

**Mental/Visual Demand and Physical Effort**

- Extensive verbal communication
- Occasional involvement in stressful situations with students, employers and others
- Must be able to multi-task with interruptions

**Environment**

Normal Office Environment

*The approved rate of pay for this position is \$18.00/hr*