

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Financial Aid Counselor/Student Loan Coordinator

POSITION OVERVIEW

The Financial Aid Counselor/Student Loan Coordinator (FAC/SLC) works with applicants, students, and parents regarding financial aid and scholarships, and work-study employment. The FAC/SLC must be knowledgeable of federal, State and Institutional rules, regulations and procedures related to student aid. In addition, the FAC/SLC must remain current on US Tax rules, tax benefits for parents, tuition waivers, and consortium agreements. The incumbent is responsible for correctly processing applications, verifying application data, determining eligibility, management and processing of all federal, state, institutional and outside awards. This position will require a great deal of interaction with people and will entail frequent use of computer programs. Tasks are normally accomplished within well-defined procedures and with frequent program monitoring required. Computer skills are essential. Verbal and written communication skills are required for both internal and external contacts. This is a bargaining unit, non-exempt, hourly position.

DUTIES

- Responsible for following all Academy policies and procedures.
- Assists in analysis and dissemination of rules and regulations of federal and state financial aid programs.
- Responsible for monitoring and performing all withdrawal related R2T4 calculations and insuring the timely return of unearned funding.
- Manages the daily load process and analysis for QA verification criteria and C code resolution, R2T4, etc. under supervision and review by the Associate Director.
- Follows student loan processing policies and procedures to insure compliance with regulations.
- Coordinates the importing and exporting of Direct Student Loan records via the financial aid delivery system and COD to assure the accuracy of each student loan record.
- Administers the SAIG mailbox regarding student loans. Exception reports, SULA reports, MPN reports, and the import & export of new loan data and adjustments to a student's loan.
- Coordinates annual ELM system updates for Private loan lenders.
- Assists in student loan reconciliation with the Department of Education and the Finance office.
- Assists in the verification process of FAFSA forms for students receiving federal, institutional and state aid. Ensures compliance to Federal Regulations for the verification process and maintain accuracy in reporting.
- Processing of tuition waivers, and monitoring credit hours.
- Assists in researching rules and regulations concerning eligibility issues and participates in determining office policy and procedures.
- Reviews and prints financial aid award packages ensuring accuracy and compliancy.
- Provides counseling to prospective students and is responsible for day-to-day communications.
- Requires excellent interpersonal skills, with special sensitivity to the needs and expectations of our students and families.
- Delivers public presentations for financial aid, recruitment, and retention purposes.

- Regular attendance is required.
- Other duties as assigned.

This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

SKILLS

- Ability and willingness to learn multiple software programs including, but not limited to, PowerFAIDS and Power Campus Software.
- Strong interpersonal, verbal and written communications skill.
- Ability to work professionally with a broad range of personalities.
- Professional, positive, and approachable attitude. Good interpersonal skills.
- Ability to use discretion and tact in dealing with students, parents, families, staff, and colleagues.
- Ability to process sensitive information and maintain confidentiality.
- Meticulous attention to detail including excellent proofreading and highly accurate data entry.
- Excellent organizational skills, including ability to handle multiple tasks, meet deadlines, and prioritize assignments.
- Ability to demonstrate and encourage the values of collegiality, and respect among supervisors and peers.
- Ability to become familiar and knowledgeable about Academy infrastructure, policies, and procedures.
- Ability to work both independently and as a part of a team.

QUALIFICATIONS

- Education: High school diploma or equivalent; Bachelor's degree preferred.
- Experience: At least four years progressively responsible financial aid experience preferred.
- Intermediate-to advanced knowledge of Microsoft Office Suite (Word, Excel and PowerPoint) and databases.
- High level of typing proficiency and accuracy required.
- Prior experience working in higher education preferred.
- Thorough knowledge of office methods, procedures and practices.
- Thorough knowledge of English grammar, punctuation, and spelling.
- Must have exceptional communication (written and verbal), interpersonal and organizational skills.
- Experience with PowerFAIDS and Power Campus preferred, but may substitute other relevant financial aid or student information system (SIS) database experience.
- Effective skills in research, planning, analytics, and problem solving.
- Working knowledge of federal, state, and college regulations that govern the administration of the financial aid programs, and ability to use tools in conjunction with databases.
- Working knowledge and effective use of computer applications such as Google, Word, Excel, Access, PowerPoint, and relational database reporting tools.
- Some accounting knowledge or skills and counseling skills required for sensitive treatment of confidential family information.
- Ability to deal effectively and tactfully with students, parents, faculty, staff and the public;

proven ability to deal and maintain effective working relationships with a diverse population are required.

- Willingness and ability to work a flexible schedule.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.

SPECIAL CONDITIONS

- This position requires a Criminal Background Check.
- Tobacco-free campus.

WORKING CONDITIONS

- Sitting/computer keyboard manipulation/computer screen.
- Must be able to visually inspect work and generate own work on computer.
- Close office setting.

| Maine Maritime Academy Position Factor Evaluation | | | |
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| Job Title: Financial Aid Counselor/Student Loan Coordinator | | Job Code: 10140 | |
| | Wage Grade: 11 | Total Points: 312 | |
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| | Factor | Degree | Points |
| 1 | Knowledge and Skill | 4 | 144 |
| 2 | Effort | | |
| | A. Mental and Visual Effort | 3 | 24 |
| | B. Physical Effort | 2 | 20 |
| 3 | Responsibility for Cost Control | 3 | 24 |
| 4 | Responsibility for Others | | |
| | A. Injury to Others | 1 | 8 |
| | B. Supervisory Responsibility | 1 | 8 |
| | C. Sensitive Information and Records | 5 | 40 |
| 5 | Working Conditions | 2 | 20 |
| 6 | Responsibility for External and Internal Relations | 3 | 24 |
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| | Date of last reclassification: 01-02-2022 | | |