

Class No.	
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Pay Group:	26

CLASS SPECIFICATION

SUPERVISOR, FINANCIAL AID AND AWARDS

NATURE AND SCOPE OF WORK:

This is supervisory and complex student financial aid and awards work. The primary duties of this position are to supervise the Financial Aid and Awards area of the Registrar's Office, overseeing operational and training needs to ensure processes and policies are followed and effective administration of student financial assistance programs at the University based on established criteria set by the University and/or Federal and Provincial Governments. The role is a key resource in student success and retention and acts as a transitional guide for students and external stakeholders in navigating students' academic experiences in relation to available financial supports. The incumbent will champion special projects and initiatives, review and amend procedures, and interview and assist students in the application and appeals processes for government student financial assistance and for the dispensation of University trust funds. The incumbent reports to the Associate Registrar, Academic Advising and Financial Aid.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Supervises the day-to-day operations of the Financial Aid and Awards area, including supervising staff; addressing concerns raised by clients and/or staff; planning and coordinating the work flow; assigning, prioritizing and evaluating work assignments; verifying time sheets; preparing work schedules and reviewing vacation schedules; identifying short term staffing needs; participating in selection committees; and providing input on performance evaluations.
- Remains updated and current in policies and procedures (both internal and external) as they pertain to student financial assistance, and administers student financial assistance programs in accordance with those policies and procedures.
- Communicates and supports management plans, processes and goals to the Financial Aid and Awards team.
- Acts as a main point of contact for the Financial Aid and Awards area of the Registrar's Office.
- Develops and implements plans for the Financial Aid and Awards cycle for the approval of the Associate Registrar.
- Identifies areas that may require changes to standard operating procedures and brings them to the attention of the Associate Registrar.
- Under the direction of the Associate Registrar, establishes, reviews, maintains, and evaluates an annual Financial Aid and Awards plan.
- Develops feasible and measurable approaches to supporting students experiencing financial difficulty, understanding policy and practice. Identifies methods for

improvement, liaises with service areas to provide input into student need and understand existing university services.

- Leads the Financial Aid and Awards team in developing and revising workshops, programs and services that support student success.
- Trains and updates employees in new and existing policies, procedures and systems.
- Works with the Associate Registrar to establish and implement Financial Aid and Awards area goals, objectives, targets, strategies, and best practices in an ongoing effort towards continuous improvement.
- Assists other supervisors and directs the preparation and production of correspondence related to Registrar's Office functions.
- Works with the Financial Aid and Awards team and the Registrar's Office to enhance efficiency.
- Liaises between the Registrar's Office, departments and Faculties on Financial Aid and Awards issues and between staff and management on operational concerns.
- Takes on Financial Aid and Awards team member responsibilities in time of absences, limited coverage, or as warranted by operational need.
- Establishes criteria, guidelines and/or procedures to determine eligibility, assessment, evaluation, and distribution of emergency funding, bursaries, scholarships and awards; recommends approval of the distribution of such funds to the Associate Registrar.
- Administers private U.S. student loans; maintains the University's eligibility to offer U.S. student loans (private) and confirm deferment status (Federal); ensures the required reporting functions are met in conjunction with the Associate Registrar.
- Ensures all activities of the office comply with procedures and regulations; communicates, reports and is accountable to government funding agencies; ensures the timely submission of reports to governing bodies (e.g. AUG, LDAB, US Department of Education) in conjunction with the Associate Registrar.
- Maintains statistics, records and resources required for effective Financial Aid and Awards cycle activities, and ensures that confidentiality is maintained.
- Recommends, develops, and introduces processes and procedure improvements across internal team and other department functions.
- Sets service and outreach priorities as determined by collected data.
- Provides information, in both verbal and written form, regarding government student financial assistance policies and procedures and University policies, procedures, and other resources related to the Registrar's Office.
- Conducts data analysis related to Financial Aid and Awards activities, suggests improvements, reports problems, and implements procedural changes.
- Analyses and reports on internal operational processes.
- Ensures all processes and procedures are documented and updated.
- Under the direction of the Associate Registrar, acts as lead on various Financial Aid and Awards projects incorporating data analysis, tracking and reporting. Recommends service and outreach priorities according to that data and tracks progress toward subsequent goals.
- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Initiates discussions and responds to enquiries from students, staff, faculty, and administrators on the responsibilities described in this class specification.
- Assesses programs for eligibility for student loan funding based on government criteria and liaises with departments as required; provides final approval and submits programs and costs to the Ministry on an ongoing basis.
- Tests, evaluates, troubleshoots and provides feedback on the BC Banner Financial Aid software; consortium member for the development and maintenance of the BC Banner Financial Aid software.
- Reconciles student financial assistance program funds to the University Management

Reports and provides monthly updates and year-end reconciliation to the Associate Registrar.

- Establishes and implements strategies and processes in response to the Pan-Canadian Designation Policy Framework.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of the sources and availability of student financial assistance and the related policies.
- Thorough knowledge of the University's policies and procedures as well as rules and regulations governing awards, bursaries and scholarships administered by the University.
- Thorough knowledge of Banner or another automated student record system.
- Thorough knowledge of spreadsheet applications, word processing and presentation software.
- Considerable knowledge of database applications.
- Thorough knowledge of subjective interviewing and advising techniques.
- Thorough knowledge of the laws and regulations (e.g. FOIPPA) involved in advising students, their supporters and the public and as they pertain to the operations of Financial Aid and Awards.
- Ability to plan, schedule, assign, supervise and review the work of employees to effectively meet deadlines, and to provide on-the-job training and orientation.
- Ability to assess and evaluate applications for student financial assistance using established criteria, make decisions regarding the applications, and communicate the decisions with tact and sensitivity.
- Ability to develop and recommend business practices, policies and procedures
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to work independently within established guidelines.
- Ability to establish and maintain effective working relationships with a diverse group of other employees; students, Ministry officials, and the general public.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to prepare operating and statistical reports.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to understand complex oral and written instructions, and to communicate information effectively, both orally and in writing.
- Ability to keep accurate records and archives.
- Demonstrated ability to use tact, discretion and good judgment while performing job duties.
- Ability to learn in-house and other software applications, and to apply technical knowledge.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a Bachelor's degree.
- Four years of directly related and progressively senior work experience, including demonstrated experience working with student awards and financial assistance

programs, inclusive of government student loans and grants, preferably in a public post-secondary environment . Experience must include delivering presentations and conducting one-on-one advising meetings.

- One year of recent supervisory experience in a similar work environment.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.