

## Coordinator, Student Loans

**FLSA Status:** Exempt

**Pay Grade:** 13

**Job Title ID:** 12254

**Job Series/Job Family:** Student Support & Success Series / Financial Aid & Veterans Affairs Family

### **Reports To**

Associate Director, Financial Aid

### **Job Purpose**

To coordinate processes and activities within the student loan program; act as a liaison with various lenders and government agencies regarding student loans.

### **Description of Duties and Tasks**

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Coordinates and monitors the daily activities of the student loan program.
2. Researches and interprets student loan regulations and implements changes necessary to ensure compliance with federal and state regulations.
3. Serves as a liaison with guarantee agencies, student loan lenders and servicers to ensure efficient delivery of funds to students.
4. Provides counseling to students regarding all aspects of financial aid, including borrowing and repaying student loans, and resolving defaulted loan issues; schedules in class counseling sessions and monitors online sessions.
5. Transmits loan certification to the guarantee agency.
6. Develops and maintains materials used to assist in awarding student loans; creates and maintains an informational student loan pamphlet.
7. Reconciles the Electronic Fund Transfers to ensure accurate end of the year account balances.
8. Oversees and provides guidance to administrative staff.

### **Knowledge**

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Federal and state regulations pertaining to student loans.
- Government agencies and lenders involved with student loans.
- Research and troubleshooting processes associated with student loan issues.
- Electronic funds transfer.
- Loan certification processes.

### **Skills**

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.

- Complying with federal and state student loan regulations.
- Liaising with lenders and government agencies regarding student loans.
- Providing financial aid counseling to students.
- Determining special conditions, overrides, and resolving conflicting tax information issues.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

### **Computer Skills**

#### ***Required***

- Demonstrated proficiency using standard office software applications.

### **Physical Requirements**

#### ***Required***

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

### **Work Experience**

#### ***Required***

- Two years student loan work experience, including one year of supervisory work experience.

### **Education**

#### ***Required***

- Bachelor's degree in a related field.

### **Safety**

#### ***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.