

Job Title:	Financial Aid Technical Coordinator, University
Job Description:	The Financial Aid Office is a dynamic, high-performance environment which plays an essential role in the university's mission. The Technical Coordinator aids the Director in all aspects and areas of technology in financial aid, and coordinates with the Registrar, Business Office and Information Technology Services in order to ensure compliant, student-centered processing in financial aid.
Reports to:	Director of Financial Aid, Office of Financial Aid
Classification:	Staff, Full Time, Non-Exempt Potentially Exempt
Essential Duties:	<p>The essential functions (i.e., the fundamental job duties of the position) are as follows:</p> <ul style="list-style-type: none"> • Analyze existing workflow as well as new federal regulations, state statutes and institutional initiatives to recommend, implement and communicate departmental changes. • Coordinate with the Director to ensure that all recommended changes are aligned with existing, updated, or new policies and procedures. • Serve as an analyst to coordinate with Information Technology Services frequently and assist with the development, setup, updating and data integration aspects of the university student information system, financial aid management system, and Clearinghouse. • Monitor the performance of financial aid systems and office processes and recommend needed changes or improvements. • Thoroughly test system development changes prior to implementation including annual setup and integration between PowerFAIDS and SONIS. • Expand and maintain the financial aid policy and procedure manual to document workflow and coordinate with other departments when updates to policy are needed. • Coordinate with the Registrar, Business Office, and Institutional Research Office for all required federal and state reporting. • Assist the Director with data and supporting documentation for audit inquiries or program reviews. • Provide technical assistance, training, and resources to financial aid staff on Microsoft Office Suite and other software programs. • Exchange data files with federal agencies including import data and documents into PowerFAIDS and other usable formats and resolve data questions and issues. Export data from PowerFAIDS to federal agencies and SONIS. • Participate in the day-to-day operation and service delivery of the financial aid department including meeting with students as needed to assist with questions about funding options and the financial aid process. • Assist in the establishment of CHSU's participation in programs offered by the Veteran's Administration. • Participate in financial aid training, workshops and conferences. • Other duties as assigned.
Qualifications/ Education:	<ul style="list-style-type: none"> • A bachelor's degree in a related field (Business, IT, Higher Education) is preferred. • A Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) certification, and/or recognized relevant IT certifications are preferred, and may be considered in place of work experience. • Microsoft Office application coursework and/or related training certificates are also preferred.

Skills & Experience:

- Minimum 2 years' experience in financial aid or IT
- Excellent communication skills including a demonstrated ability to communicate well with both technical and non-technical staff.
- Must be analytical, accurate, detail oriented, self-directed, and able to envision and communicate process improvements.
- Sound judgment tact and diplomacy in situations of high sensitivity and the ability to interact with personnel at all levels of the University and community.
- Ability to multitask, independently prioritize functions and responsibilities, and be able to process information with a high level of accuracy.
- The ability to interpret and apply rules, policies, statutes and guidelines is required, and should be clearly indicated on submitted application materials.
- Proficiency with computer applications and the capability to perform data analysis is also required.
- Ability to research current trends and technology in the field.
- Advanced PC knowledge and skills; proficiency with Microsoft Office, including Outlook, Excel, and Word
- Ability to work in a multi-cultural environment with a commitment to diversity, equity, and inclusion.
- Ability to work in a team environment or independently.
- The candidate must meet the requirements to obtain approval for access to U.S. Department of Education financial aid sites.
- Possess a passion for supporting the unique functions of financial aid.

Compensation:

CHSU offers a competitive benefits and compensation package. Salary range for this position is \$60,000 - \$70,000 however, salary is commensurate with experience.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, and contact information of at least (3) professional references. Please send a completed package electronically to careers@chsu.edu and type **Financial Aid Technical Coordinator** in the subject field of the email.