

## Financial Aid Officer 1 (Re-post)

### Financial Aid & Awards Office

**POST :** March 23, 2012

**CLOSE:** March 30, 2012

**COMPETITION:** #12-012-C

**POSITION NUMBER:** S99921

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#### EMPLOYMENT DETAILS

**Position Type**

Regular Part-time

**Hours of Work**

As per departmental schedule, based on 21 hours per week. However, hours may vary and may include evenings, weekends and non-standard work weeks.

**Appointment Date**

As soon as possible

**Pay Group**

18

**Location**

North Vancouver Campus

**Salary**

\$2,112.00 to \$2,377.00 per month based on 21 hours per week.

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#### CLASSIFICATION DESCRIPTION

**Nature & Scope of Work**

This is administrative, data entry, database, reception and some clerical work. Duties include completing forms and/or processing applications for government funded programs, awards and fee deferrals, confirming enrolment for student loans, compiling statistical reports, requesting and compiling program profiles and financial aid information, maintaining a variety of files and database information, word processing, data entry, providing support for the assessment and processing of awards, actively promoting University administered awards, providing financial aid support to each of the satellite campuses, and performing telephone and counter reception as required. The incumbent receives direction from the Financial Aid Supervisor, provides support to the Financial Aid Officer II, and reports to the Associate Registrar, Records, Registration & Financial Aid.

**Key Responsibilities**

- Vets and codes applications for loans, other government funded programs, bursaries, scholarships and other internally administered financial aid awards and programs to determine threshold eligibility requirements applying established criteria, guidelines and procedures in support of higher-level screening and adjudication performed by the Financial Aid Supervisor and Officer II.
- Maintains database information for government funded University administered programs; responsible for communicating the application status to all applicants; provides basic reconciliation of funds disbursement to the Financial Aid Officer II.
- Completes and signs certificates, schedules, appendices and/or loan documents as required for loan purposes for students.

- Reviews and monitors the Electronic Confirmation of Enrolment (ECE) daily to confirm the accuracy of transmitted information and follows up with students whose ECE has been restricted.
- Provides support for the processing of awards including retrieving information from files, updating and maintaining database information, and producing mail merge letters and certificates.

### **Required Knowledge, Skills & Abilities**

- Considerable knowledge of financial aid programs, eligibility requirements and procedures.
- Considerable knowledge of word processing, spreadsheet, presentation and database applications with the ability to upgrade when necessary.
- Considerable knowledge of business English, spelling and arithmetic.
- Considerable knowledge of the rules and regulations governing the forms of aid administered by the University.
- Considerable knowledge of office practices and procedures.
- Ability to carry out research assignments and to assist in assembling and organizing information obtained from a variety of sources.
- Ability to work to deadlines and to maintain workload with frequent interruptions.
- Ability to multitask and apply organizational skills in order to meet deadlines.
- Ability to be detail-oriented and show attention to accuracy.
- Ability to take responsibility for completion and follow through of goals and tasks.
- Ability to act with independence of judgement with minimal supervision.
- Ability to work in a team environment.
- Ability to compose routine and non-routine letters and forms.
- Ability to exercise tact and judgement in directing applicants for financial aid.
- Ability to provide a high level of customer service by courteously and accurately providing information to University employees, students, external contacts, and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain a high degree of confidentiality and to handle sensitive issues with tact and diplomacy.
- Ability to establish and maintain effective working relationships with other employees, students and the general public.
- Ability to understand and carry out verbal and written instructions.
- Skill in keyboarding at 50 wpm.

### **Required Qualifications & Experience**

- Completion of two years (60 credits) of post-secondary education including courses in word processing, spreadsheet, database applications, accounting, and in office practices and procedures.
- One year of experience in an administrative role in an educational setting with significant contact with the public.

### **HOW TO APPLY**

Interested applicants should submit their cover letter, resume and proof of education quoting the competition name and number to the Human Resources Department at Capilano University by 4:00 PM on the closing date. Applicants, please submit your cover letter, resume and proof of education documents in pdf or .doc format **only** if submitting via e-mail.

**Mailing Address:** Human Resources Department, Capilano University  
2055 Purcell Way, North Vancouver, BC V7J 3H5

**Fax:** (604) 983-7523

**E-mail:** [hr@capilano.ca](mailto:hr@capilano.ca) (please quote competition number *within the subject line*)

#### **INTERNAL & EXTERNAL APPLICANTS**

**Internal information:** When submitting your application, please quote your **9 digit employee number** in the body of your e-mail.

**External information:** Internal applications will be considered first for this position before proceeding to review external applicants.

**Proof of Education:** Proof of education is required from internal and external applicants. Photocopies of post-secondary education transcripts are acceptable for application purposes.

This competition is open to both female and male applicants.

Membership in the COPEU is a condition of employment.

A reference of this class specification is available in the Human Resources Department.

*We thank all applicants for their interest; however, **only** those selected for an interview will be contacted.*