

BURMAN UNIVERSITY
JOB DESCRIPTION

JOB TITLE	Financial Aid Officer
DEPARTMENT	Student Financial Services
CATEGORY	<input checked="" type="checkbox"/> Salary <input type="checkbox"/> Hourly
OVERTIME STATUS	<input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt
REMUNERATION SCALE	Individual Contributor IV
REPORTS TO	Director, Student Financial Services
LAST REVISED DATE	March 21, 2023

POSITION SUMMARY

The Financial Aid Officer provides detailed information and counseling related to financial planning for Burman University as well as monitoring the fulfilment of financial commitments. The FAO is the designated individual for development and design of departmental forms for both internal and external use in print and web applications, as well as ensuring web information is accurate and quickly updated. Additional major responsibilities include management and processing of the collections accounts, and management of Burman's scholarship program including processing scholarships to student accounts.

ESSENTIAL JOB FUNCTIONS

- Provide information to students about financial requirements for attending Burman including the preparation of Spending Plans.
- Advise on basic student loan information for both Canadian and US students.
- Track the financial commitments made by students and families and notify when necessary to ensure commitment fulfilment.
- Work with the Director to manage the Church Matching Program.
- Work with the Director to manage and respond to the SFS email.
- Manage the collections process including: monthly review of balances, create and send communications according to the DL process and accurately record payments and changes to the accounts.
- Approve and process transcript requests.
- Approve and process course Adds, Drops, PLARs and Degree Discounts.
- Chair bi-weekly Scholarships Committee meetings including: prepping applications & references, notifying students of award opportunities, and updating all files with scholarship information.
- Oversee and manage Provincial Scholarships including: requirements, applications, submitting reports and awarding funds.
- Work with the Advancement Office in the preparation and awarding of Awards Day Scholarships including updating applications, overseeing the evaluation process, compiling data, leading scholarship awarding committee, creating award certificates and notifying recipients of awards.

- Manage and process the scholarship program including awarding, conducting monthly reviews of requirements and making changes as needed.
- Oversee the summer school registration and payments.
- Other duties as assigned by the Director.

JOB STANDARDS AND REQUIREMENTS

EDUCATION/TRAINING

- Two years post-secondary training or equivalent

EXPERIENCE

- Two to three years related experience

SKILLS

- Superior ability to navigate Microsoft Office programs with an emphasis on Excel and Word
- Exceptional ability to professionally communicate in written and verbal forms
- Ability to quickly and accurately process detailed work
- Strong analytical, critical thinking and problem-solving skills
- Ability to multi-task while managing large volumes of requests during peak seasons
- Ability to effectively handle sensitive information using discretion
- A proficiency at working independently using initiative to prioritize and complete duties and workload efficiently in a multi-tasking, fast paced environment
- Strong attention to detail with an aptitude for working with numbers

PERSONAL

- Enjoy working with an established team and contributing to the “team” spirit within the entire Finance Department
- Enjoy a fast-paced work environment with a variety of job demands including face-to-face, electronic and telephone interactions with students, parents and internal staff
- Exhibit a curiosity leading to life-long learning
- Exhibit a positive and welcoming spirit
- Membership in the Seventh-day Adventist Church
- Dedication to provide excellence in Seventh-day Adventist education through support of the vision and mission of Burman University