



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA Date created or revised: 11/9/2022 Exempt/Non-Exempt Status: Exempt Responsible individual: Yes Campus Security Authority: No
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Title: Assistant Director, Financial Aid (Student Loan Administration)
Status: Full-time, 35 hours/week (may involve evening and/or weekend work as required)
Grade: 12
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports To: Senior Associate Director of Student Financial Aid (Data Management & Compliance)

PRIMARY PURPOSE:

Administer the Federal Direct Loan Program including management of Electronic Data Interchange (EDI) in PeopleSoft and use of the Education Loan Management (ELM) web-based loan management and disbursement network. Serve as liaison between the Office of Student Financial Aid and the lending/loan servicing community. Provide financial aid counseling to a diverse population of undergraduate and graduate students and parents.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Manage all electronic processes required to originate, certify, and transmit Direct and Alternative Loan application records.
- Reconcile student loan originations and disbursements with U.S. Department of Education Common Origination Disbursement (COD) and PeopleSoft.
- Reconcile private loan origination with Electronic Funds Transfer (EFT) rosters and authorization of loan disbursements to student accounts.
- Oversee PLUS loan program: credit checks, originations, tracking and disbursements.
- Handle general financial aid processing for assigned caseload.
- Provide financial aid counseling to students and parents regarding application procedures and eligibility requirements for student aid programs, and assist students and their families with the completion of application forms.
- Serve as liaison between of the Office of Student Financial Aid and the lending/loan servicing community. This includes meeting with lender/service representatives and developing relationships that will enable quick resolution of processing problems.
- Serve as liaison between the Office of Student Financial Aid and the Bursar's Office to manage disbursement, reconciliation, and refunds of credit balances.
- Serve as a resource to the financial aid staff on matters related to alternative loan products and other unique financing options or benefits available through various lenders.
- Represent the Office of Student Financial Aid at various student recruitment and yield functions, financial aid information sessions and orientation programs.
- Coordinate communications and activities related to Direct Loan entrance and exit counseling.
- Serve as backup for and provide support to the Senior Associate Director of Student Financial Aid (Data Management & Compliance).

Occasional Job Functions:

- Perform other duties and responsibilities as assigned by the Senior Associate Director (Data Management & Compliance).
- Work some non-standard work hours including evenings and weekends.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree

Experience:

Minimum of two years of full-time experience working in student financial aid at a college or university.

Skills, Knowledge and Abilities:

- Ability to represent the office and the college positively and effectively with prospective and current students, parents, faculty, staff, outside agencies and the public.
- Possess an understanding and sensitivity to the needs of a diverse student population including first-generation and low-income students.
- Thorough knowledge of federal and state student aid regulations as well as a broad-based understanding of automated processing systems in student aid administration.
- Excellent oral, written, interpersonal skills.
- Demonstrated analytical and technical skills.
- Ability to work non-standard hours as needed.

PREFERRED:

- Experience in student loan processing and familiarity with using automated processing systems (i.e. PeopleSoft, Banner, etc.).
- Experience with ElmOne loan management System.
- Bilingual in either Spanish or Portuguese (fluent in speaking and writing).

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions.

The college requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.