**JOB TITLE: DATA & LOAN PROCESSING COORDINATOR** Grade:

**REPORTS TO**: Financial Aid Systems Analyst, Enrollment Management Operations

**BASIC FUNCTION**: Administer the federal direct loan, state alternative loan, and private education loan programs.

**QUALIFICATIONS**: Bachelor’s degree (preferably in business, counseling, or related field) or equivalent business experience (preferably in the certification of student loans) required. At least two years of loan processing/certification or financial aid experience is required. A working knowledge of database systems such as Ellucian’s Banner or some other type of database product utilized by institutions of higher learning is preferred. Experience with integrated student information systems and the utilization of data for analysis and assessment purposes is required. Must possess the ability to successfully pass a criminal background check.

**GENERAL RESPONSIBILITIES:**

• Administer the federal direct student loan program. Determine financial need, eligibility, and loan amounts. Process loan changes and cancellations. Maintain reconciliation records. Import, export, verify, and reconcile loans and loan related files transmitted between the Department of Education and St. Edward’s.

• Administer state alternative student loan programs (College Access Loan and B-On-Time Loan). Determine eligibility and loan amounts. Contact the borrower and state agency to resolve discrepancies and outstanding requirements. Process state loan disbursement reports and update student accounts. Produce disbursement activity reports for the Business Office. Reconcile state and student accounts.

• Administer the private education loan program via the Elm Production conduit. Determine eligibility and loan amounts. Contact the borrower to resolve discrepancies. Process loan disbursement reports and update student accounts. Produce disbursement activity reports for the Business Office. Reconcile state and student accounts.

• Import and upload all FAFSA files and transactions. Match processed ISIR records with student records.

• Import and process CSS Profile files and records.

• Process disbursement of financial aid to student account records.

• Serve as primary liaison with guarantee agencies, lenders, and student loan servicers. Responsible for remaining current with regulations governing student loan programs to insure compliance with related requirements.

• Assist students and parents with loan questions, entrance and exit counseling, IRS data retrieval for verification, FAFSA signatures, FSA IDs, payments, payment plans, holds, and other related financial aid or student account information.

• Other duties as assigned.

**SCHEDULE**: Generally, the hours for this non-exempt position are Monday through Friday, 8:00am – 5pm, but the incumbent must be flexible to meet the department’s needs.

**OCCUPATIONAL GROUP:** Clerical/Non-Exempt

**SUPERVISION RECEIVED:** Direct supervision from Financial Aid Systems Analyst

**SUPERVISION EXERCISED**: General supervision over student workers.

**PHYSICAL REQUIREMENTS:** The expectations listed below are representative of the abilities that may be needed to fulfill duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical strength/endurance to enable him/her to perform/participate in the following activities:

• Physically able to lift various materials up to 25 pounds on an occasional basis.

• While performing required job tasks, physically able to bend, crouch and reach continuously.

• While performing required job tasks, physically able to remain seated, frequently to continuously.

• While performing required job tasks, physically able to remain standing up to 15% of the time.

• Possesses dexterity abilities required to operate a computer and other office equipment to perform related job responsibilities.

**EXPECTATIONS**: The incumbent is expected to have or possess:

• Ability to handle highly confidential material, understanding that all University information should only be disclosed to others who have a need to know, for legitimate business reasons. Have the ability to exercise and apply sound judgment and decision making skills as well as the ability to maintain integrity and confidentiality of data.

• Able to effectively communicate general information to University constituency, however, some situations may require the ability to relay complex or adverse information with tact and diplomacy.

• Knowledge of federal, state, and college regulations that govern the administration of the financial aid programs, and ability to use tools in conjunction with databases.

• Proficient in the use of Microsoft Office software (specifically, Word and Excel) as well as the ability to stay current with emerging office technologies.

• Proficient in the use of Banner, COD systems, and other financial aid databases.

• Able to effectively process forms and files; analyze and verify data for accuracy, completeness and compliance within established procedures; enter data into computer system; maintain confidential documents, files, and data; identify problems and propose feasible solutions.

• Ability to type, compose and edit correspondence, memos, letters, agendas and reports; revise schedules, forms, reports, records, and other information; prepare statistical information for use in reports.

• Initiate and answer telephone calls; screen and direct calls.

• Ability to accept supervision, assignments, change and correction.

• Proven effectiveness in dealing with a wide range of professionals, staff, and administrators.

• Ability to balance priorities to accomplish assigned tasks within the required time frame and to be able to shift quickly between several tasks without loss of continuity.

• Engage in meaningful and intentional professional development appropriate for areas of responsibility.

• Carry out all responsibilities and objectives in a professional manner.

• Maintain professionalism when dealing with all staff and other customers while fostering positive working relationships.

• Accept and render constructive criticism in a professional manner.

• The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds in accordance with the Holy Cross Mission.

• Adhere to the policies and procedures established by St. Edwards University.

I have read and understand my job description and acknowledge that management reserves the right to change or reassign

job duties or combine positions at any time.

Employee (Print Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_

Employee (Signature): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_