

DORDT UNIVERSITY
JOB DESCRIPTION

JOB TITLE: Financial Aid Coordinator

DEPARTMENT: Financial Aid

REPORTS TO: Director of Financial Aid

PURPOSE OF POSITION:

Responsible for assisting the Director and Financial Aid office personnel, primarily in processing student loans and coordinating federal, state, and institutional aid programs, as well as providing general clerical support for the Financial Aid Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Process and maintain records pertaining to all student loan programs.
- Process and maintain records pertaining to Federal and State funded programs.
- Assist with preparation of financial aid offers for students seeking financial aid.
- Provide information and advice to students and parents regarding financial aid matters.
- Respond to phone calls and emails from students and parents with questions about financial aid
- Update forms, brochures, catalogs, and website information.
- Maintain student files.
- Performs other duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Understanding and commitment to the mission of Dordt University.
- Bachelor's Degree with a minimum of 2 years of related experience or an equivalent combination of education, experience, and training.
- Basic math and accounting skills for balancing Financial Aid rosters and totaling student awards
- Computer skills, including word processing and database applications.
- Coordination skills needed for organizing and maintaining files and records.
- Ability to establish and maintain effective working relationships with other people and offices
- Strong computer skills desired, including proficiency with Microsoft Office applications (Word, Excel, PowerPoint, etc.).
- Coordination skills needed for organizing meetings and for organizing and maintaining records.
- Administrative skills for monitoring spending programs and explaining policies and procedures.
- Ability to communicate well with people including students, faculty, staff, and parents
- Ability to treat personal, sensitive information with the appropriate level of confidentiality