## POSITION DESCRIPTION

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| **Position Title:** | Financial Aid Coordinator | **Agreed by employee:** |  |
| **Business Unit:** |  | **Approved by immediate manager:** |  |
| **Strategic Business Unit:** | Twin Countries STREAM Academy | **Approved by MHR:** |  |
| **Location:** |  | **Position Band:** |  |
| **Reports to:** | Director | **Date Prepared:** |  |
| **Direct Reports:** | CEO | **Evaluation Date:** |  |

## JOB PURPOSE

As the Financial Aid Coordinator at Twin Countries STREAM Academy, you will play a key role in facilitating access to education by managing the financial aid process. This position demands a compassionate and detail-oriented individual with a commitment to supporting students in their educational journey. If you are ready to contribute to making education accessible to all, we invite you to be a part of our mission of excellence in STREAM education.

## KEY FUNCTIONS AND RESPONSIBILITIES

**General Responsibilities**

1. **Financial Aid Program Management:**
   * Administer and manage the financial aid program, ensuring alignment with the academy's mission and values.
   * Develop and implement policies and procedures related to financial aid.
2. **Application Processing:**
   * Oversee the financial aid application process, providing guidance to students and families on the required documentation and deadlines.
   * Evaluate and assess financial aid applications to determine eligibility.
3. **Counseling and Guidance:**
   * Provide individualized counseling to students and families, offering information on available financial aid options, scholarship opportunities, and budget management.
   * Offer support and guidance to applicants throughout the financial aid application process.
4. **Collaboration with Stakeholders:**
   * Collaborate with admissions, academic departments, and other stakeholders to ensure a coordinated and comprehensive approach to financial aid.
   * Liaise with external scholarship providers and community organizations to expand financial aid opportunities.
5. **Financial Literacy Programs:**
   * Develop and implement financial literacy programs for students and families to promote responsible financial management.
   * Conduct workshops on budgeting, loan management, and financial planning.
6. **Data Management:**
   * Maintain accurate and confidential records of financial aid applications, awards, and disbursements.
   * Generate reports and analysis related to financial aid programs for internal and external reporting purposes.
7. **Compliance and Regulations:**
   * Stay informed about federal, state, and local regulations related to financial aid.
   * Ensure compliance with all relevant financial aid policies and regulations.
8. **Communication:**
   * Communicate financial aid information through various channels, including the academy's website, newsletters, and information sessions.
   * Respond to inquiries from students, parents, and staff regarding financial aid matters.

**Knowledge and Skills Required**

1. **Proven Experience:**
   * Demonstrated experience in financial aid administration or a related field.
   * Knowledge of financial aid regulations and best practices.
2. **Counseling Skills:**
   * Strong interpersonal and counseling skills with the ability to empathize and provide support to students and families.
   * Ability to communicate complex financial information in an understandable manner.
3. **Detail-Oriented:**
   * Exceptional attention to detail in processing and evaluating financial aid applications.
   * Strong organizational and time management skills.
4. **Communication Skills:**
   * Excellent written and verbal communication skills, with the ability to effectively convey information to diverse audiences.
5. **Empathy and Compassion:**
   * Genuine empathy for the financial challenges students and families may face and a commitment to fostering an inclusive and supportive learning environment.

**Qualifications**

* **Bachelor's or Master's degree in Education, Business, Finance, or a related field.**