

# Job Posting



Position	Department	Reports to	FTE	FLSA Class
Coordinator, Financial Aid	Financial Aid	Assistant Director, Financial Aid	1.0	Non-Exempt

Grace College and Seminary makes employment opportunities available to all applicants and employees without regard to race, color, sex (except where sex is a bona fide occupational qualification), pregnancy, age, ancestry, national origin, disability, citizenship status, military status, genetic information, or any other legally protected category. Grace College and Seminary is a Christian religious-affiliated organization and, as such, is permitted religious exemptions set forth in Title VII of the Civil Rights Act of 1964.

**Scope of Responsibilities:** Under the direction of the Assistant Director of Financial Aid, assists the financial aid staff in providing services to the students. Responsibilities in this position include direct communication and correspondence with students, families, and Grace Schools employees.

## General Responsibilities:

### A. General Duties:

1. Serve as initial contact at the front desk for the Financial Aid Office for current and prior students and families. Front desk duties include primary person to greet walk-ins, answer phone calls, reply to the [financialaid@grace.edu](mailto:financialaid@grace.edu) email, and process mail.
2. Serve incoming students at the request of the Admissions Office and right before the student's first semester.
3. Direct walk-ins, phone calls, emails, and mail to the appropriate staff member if the question is not financial aid-related.
4. Create, print, and mail and/or email student financial aid letters every day. For incoming students, create and save Admissions versions of these letters.
5. Utilize mail merge to create file folder labels and email loan disbursement letters.
6. Request additional materials via phone, email, and mail from student/family necessary to determine financial aid eligibility.
7. Responsible for updating financial aid templates, mailings, and handouts as needed.
8. Serve at the Financial Aid table for Lancer Day and Pre Union Day fairs per request of the Admissions Office.
9. Maintain and order office supplies.
10. Communicate outside scholarship opportunities to students.
11. Communicate both verbally and in writing with various college constituents including administrators, faculty, students, other staff, and individuals in the college community.
12. Send monthly email blasts through Student Connections.
13. Help run financial aid reports as requested by the Assistant Director of Financial Aid.
14. Attend trainings as directed by the Assistant Director of Financial Aid.

### B. Chain of Command:

1. This position will report to the Assistant Director of Financial Aid.
2. In the absence of the Assistant Director of Financial Aid, this person will report to the Director of Financial Aid.

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## Qualifications:

### A. Minimum:

1. Associate's degree.
2. One to two years of related experience.
3. Ability to use Microsoft Word and Excel, Google Docs and Sheets, and mail merge through Microsoft Word.
4. Must have superior oral and written English communication skills.
5. Christian faith and commitment.
6. Must be friendly and a good listener, able to sift through questions and address people who feel anxious or upset in a respectful, clear, kind, and calm manner.
7. Should be detail-oriented and possess exceptional organizational skills.
8. Ability to handle stress and multi-task in a fast-paced environment.
9. Ability to enter data quickly with a high rate of accuracy.
10. Must have excellent social skills with a team-player mentality.
11. Must keep student information confidential.

### B. Preferred:

1. Work related experience in a financial aid environment.
2. Bachelor's degree.
3. Experience with PowerFids, Jenzabar, and/or Slate software.

**Status: Full Time; Non-Exempt**

**A completed employment application, resume, 2 employment references and a spiritual life reference must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at <http://www.grace.edu>, Employment. Applications are submitted by email to [employment@grace.edu](mailto:employment@grace.edu).**

**Posted: 7/17/2024**