Vacancy Announcement
Program Coordinator – Student Financial Services 107N

Cascadia Community College has earned a national reputation for excellence, with an integrated learning model and more than 70% of its students moving on to four-year programs. Co-located on a campus with the University of Washington Bothell, approximately 18 miles northeast of Seattle, Cascadia is currently seeking an innovative, collaborative, and dynamic individual for the position of Program Coordinator – Student Financial Services. Cascadia’s employees enjoy annual paid vacation (accrual based), summer work schedules with a 3-day weekend, a retirement package, tuition waivers, and an excellent benefit package.

The successful applicant will have the following qualifications:
Minimum Qualifications:
• Associate Degree from a regionally accredited college
• Two years of customer service experience
• Strong computer knowledge with the ability to navigate through Microsoft Office Suite applications
• Strong written, verbal and interpersonal communication skills
• Prior experience and knowledge in a financial aid environment
• Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment

Preferred Qualification(s):
• Experience with computerized applications within the Washington State System for Community & Technical Colleges (FAM, SMS, FMS)

Applicants must submit the following for a complete application:
• Cascadia Community College application form (click here)
• Cover letter (no more than two pages that explain how the candidate’s experiences and qualifications demonstrate the minimum, preferred qualifications and characteristics of the job description)
• Resume
• Federal & State Reporting Form (optional)

For priority consideration, complete applications must be received by the priority date of April 30th, 2013 by Noon.

Application submissions should be sent to applicant@cascadia.edu. Please type in the subject line of your email “PC-SFS”.

Faxed, mailed, and delivered applications to Human Resources will not be accepted. Application materials become the property of Cascadia Community College. For questions related to this position, please email applicant@cascadia.edu. Corrected or extended notices for this recruitment will be posted on the College’s web site www.cascadia.edu/employment.

Cascadia Community College is committed to creating and supporting a diverse faculty, staff and student population. Individual differences are celebrated in a pluralistic community of learners. Cascadia does not discriminate on the basis of race, color, religion, sex/gender, sexual orientation, national origin, citizenship status, age, marital or veteran status, or the presence of any sensory, mental or physical disability, or genetic information, and is prohibited from discrimination in such a manner by college policy and state and federal law. Persons with disabilities needing assistance in the application process may make request to the Human Resources Director by calling (425) 352-8880.

In recognition of the Jeanne Clery Act, information on our campus safety can be found at www.uwb.edu/safety
### Program Coordinator – Student Financial Services

#### 107N

<table>
<thead>
<tr>
<th>Full or Part-Time:</th>
<th>Full-time</th>
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<tbody>
<tr>
<td>FLSA Status:</td>
<td>Overtime Eligible</td>
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<tr>
<td>Initial Salary:</td>
<td>$2,482.00 – 2,789.00</td>
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<tr>
<td>Maximum Salary:</td>
<td>$3,213</td>
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<tr>
<td>Supervising Position:</td>
<td>Assistant Director of Student Financial Services</td>
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<td>Duration:</td>
<td>12 months annually</td>
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<td>Union Representation:</td>
<td>Washington Public Employee’s Assoc.</td>
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#### Position Summary:

Under the general supervision of the Assistant Director of Student Financial Services, this position performs a wide variety of tasks in support of the Financial Aid office, including coordinating one or more financial aid and/or scholarship programs, providing direct customer service to students, staff, and/or faculty, communicating detailed financial aid or program information to internal and external customers, reviewing applications and awarding financial aid.

#### Essential Duties and Responsibilities:

The following have been identified as essential functions of the position. Essential functions are those tasks or functions of a particular position that are fundamental to the position.

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<th>Duties/Responsibilities</th>
<th>Frequency</th>
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<tr>
<td><strong>CUSTOMER SERVICE</strong></td>
<td>40% Weekly</td>
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- Understand and independently articulate general program eligibility requirements (how "need" is determined, criteria for various grants, Stafford loans, and work-study), the application process, status and timelines.
- Provide excellent customer service by demonstrating empathy, listening attentively to questions and concerns, responding professionally to hostility, communicating clearly with native and non-native English speakers, and exercising professionalism and discretion in all communications and actions.
- Assist with answering phones, emails, and questions from walk-in students and the general public in an accurate manner, providing clear explanations of complex and technical information.
- Directly assist students in resolving eligibility issues and application difficulties in all financial aid programs.
- Counsel students and parents regarding educational funding strategies.
- Process incoming documents (tax returns, verification forms, data sheets, appeals, etc), enter computer coding, determine missing information and file completion.
- Perform general clerical duties (filing, mailing, copying, faxing, answering phones).
- Maintain the confidentiality of student files and records per FERPA guidelines.
PROGRAM COORDINATION

- Determine eligibility for federal and state funding by applying extensive knowledge of regulations governing aid programs. Analyze and evaluate files for eligibility and need based on application data, federal database matches, academic progress requirements, etc.
- Process financial aid awards, including file preparation, verification, satisfactory academic progress review, and loan certification. Prevent over-awards of financial aid by ensuring accurate review of all aid types prior to awarding need-based or other financial resources.
- Coordinate all aspects of one or more federal, state, or institutional financial aid or scholarship programs on campus in compliance with applicable laws, regulations and policies. This may include, but is not limited to, Direct Loan Program, Federal and State Work Study, Veterans Education Benefits or scholarship programs. Coordination includes, but is not limited to, in-depth knowledge of the program, assisting to establish and implement office procedures regarding the program and reconciliation of funds.
- Assist with classroom visits and outreach events to educate students and the community about financial aid and scholarship programs.
- Assist with retrieval of files via EdConnect software and import application files into EdExpress software. Upload files into the Student Management Database; organize and run associated computer jobs (auto track, auto file review, budget assignment, admissions update, need out, etc.).
- In accordance with audit procedures, assist in processing financial aid check releases on all accounts and ensure timely delivery to students.

OTHER DUTIES OR SPECIAL PROJECTS AS ASSIGNED

- Perform other duties as assigned to support the team in achieving its service objectives.

Education and Experience:

Minimum Qualifications:
- Associate Degree from a regionally accredited college
- Two years of customer service experience
- Strong computer knowledge with the ability to navigate through Microsoft Office Suite applications
- Strong written, verbal and interpersonal communication skills
- Prior experience and knowledge in a financial aid environment
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment

Preferred Qualification(s):
- Experience with computerized applications within the Washington State System for Community & Technical Colleges (FAM, SMS, FMS)
Required Knowledge, Skills and Abilities:

Knowledge, Skills, and Abilities:

Knowledge and Technical Skills:
- Knowledge and understanding of financial aid regulations and rules
- Ability to provide frontline customer service skills in-person and over the phone
- Ability to communicate effectively, verbally and in writing, to our internal and external customers for the purpose of having them understand
- Must be flexible and able to negotiate priorities according to campus need while considering rules and process requirements in decision making
- Ability to prioritize unplanned but required job duties with ongoing confirmed deadlines and regulations
- Ability to work independently in a busy environment with regular interruptions
- Ability to work under stressful situations and manage stress appropriately
- Ability to communicate effectively, verbally and in writing, to our internal and external customers for the purpose of having them understand
- Must be flexible and able to negotiate priorities according to campus need while considering rules and process requirements in decision making
- Ability to prioritize unplanned but required job duties with ongoing confirmed deadlines and regulations
- Ability to work independently in a busy environment with regular interruptions
- Ability to work under stressful situations and manage stress appropriately
- Ability to consistently and accurately document information and process files
- Ability to understand a student services model and how student needs fit into this model within higher education
- Computer literate skills with competency in Microsoft Outlook and Office Suite, as well as student or customer database management systems

Job Developed Skills:
- Ability to coordinate aspects of financial aid or scholarship programs, including organization of paperwork, processes, fund reconciliation, troubleshooting and problem solving
- Ability to effectively use knowledge of Cascadia Community College degrees, programs, certificates, deadlines, student types, departments, staff, policies and procedures necessary to perform job functions and refer students appropriately
- Ability to effectively enter, retrieve and use data in the Student and Financial Management Systems to assist students
- Knowledgeable of state and federal financial aid programs, rules and regulations

Traits and Characteristics:
- Knowledge of Cascadia’s culture, mission, vision and core values
- Excellent interpersonal and problem solving skills
- Able to work effectively and collaboratively in a team environment
- Able to organize, prioritize and work effectively in a busy office environment
- Able to actively contribute to a work environment that embraces diversity and uses diverse perspectives when interacting with students, staff and/or faculty
- Acceptance of personal responsibility for the quality and timeliness of work
- Maintain confidentiality of student information and be empathetic to individual student circumstances.
- Flexibility and openness to change as part of working in a dynamic learning environment
Terms of Employment:

This is a full-time, twelve-month classified position. This position works 40 hours per week, Monday – Friday; may include occasional evening responsibilities and some Saturday assignments. The position is allocated to pay Range 37 under the Higher Education Salary Schedule. Initial salary placement is between the ranges of $2,482 - $2,789 per month. This is a represented position.

Because of the financial challenges facing the State of Washington, all Classified Employees will take a one year, 3% cut in salaries effective July 1, 2012 through June 30, 2013. The above salary does not include the 3% temporary salary reduction.

Following a successful probationary/trial service period, employees attain permanent status. Cascadia Community College offers a comprehensive benefit package including tuition fee waiver.

Physical Work Environment:

Sedentary Work: Position in this class typically require: keyboarding, talking, hearing, seeing, and repetitive motions. Work is primarily performed at the Cascadia Community College campus, in an office environment and requires standing and/or sitting and using computers for extended periods of time.

Condition of Employment:

Cascadia Community College maintains a drug free work and learning environment and prohibits smoking in all college buildings and state-owned vehicles. Cascadia Community College employees must be able to successfully work in and promote a multicultural and pluralistic work and educational environment.

As a condition of continued employment you must become a member of the WPEA classified union or pay a representation fee or non-association fee.

Note:

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.