Prince George's Community College
301 Largo Road
Largo, MD 20774

POSITION TITLE: Coordinator, Student Financial Aid

REPORTS TO: Associate Director, Student Financial Aid

STATUS: Full Time

GRADE: 11

FLSA STATUS: Non-Exempt

UNION STATUS: Union

GRANT STATUS: Yes

CORE COMMITMENTS

Students First
Our core mission and primary focus is empowering students through learning. We devote our energy to creating the conditions for optimal learning and student success.

Achievement
We strive for exemplary execution of work and service to others resulting in the attainment of goals, aspirations, and outcomes.

Equity
We believe equity is grounded in fairness and respect. It ensures every student has equal access to the appropriate resources and services needed to be successful through the intentional design of the college experience. We hold ourselves accountable for dismantling barriers to their completion and attainment of upward mobility outcomes.

Continuous Improvement
We are committed to ongoing, incremental changes and innovation focused on increasing organizational effectiveness, ingenuity, and sustainability.

Empathy
We cultivate a caring environment by identifying with others' perspectives in order to nurture holistically their well-being and growth.

Integrity
We act conscientiously and courageously according to ethical principles, academic honesty, and social responsibility.

GENERAL RESPONSIBILITIES

Responsible for providing financial aid guidance and assistance to students and families regarding federal, state, institutional and private student aid fundings. Administers specialized financial aid programs and processes, including eligibility determination, federal verification, professional judgment reviews,

outreach, and compliance activities, while ensuring adherence to applicable federal, state, and institutional regulations. Serves as a liaison with internal departments, government agencies, educational institutions, and external partners to support student success and maintain the College's participation in Title IV financial aid programs.

ESSENTIAL DUTIES

- Provides comprehensive financial aid information in accordance with federal and state regulations, applications requirements, and office processes and procedures.
- Advises students and families on financial aid eligibility, application procedures, award programs, and available funding resources.
- Reviews and evaluates financial aid applications and supporting documentation to determine student eligibility for federal, state, institutional, and private financial aid programs.
- Assists students with completing financial aid applications accurately.
- Completes federal verification of student files
- Reviews and processes professional judgment requests in accordance with federal regulations and institutional policies.
- Manage all aspects of assigned financial aid programs.
- Ensures compliance with applicable federal, state, institutional, and Title IV regulations in the administration of assigned financial aid programs.
- Answers questions and provides assistance to students, parents, and the public visiting the Office of Student Financial Aid.
- Respond to telephone and email inquiries.
- Provide optimal customer service as defined by our office mission.
- Conducts in person and virtual financial aid workshops and presentations.
- Collaborates with internal departments, educational institutions, and federal and state agencies to support financial aid administration and student services.
- Attends training sessions to enhance and maintain current knowledge of federal and state regulations.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of federal and state financial aid regulations, policies, and procedures.
- Working knowledge of financial aid and student information systems, preferably Ellucian Colleague and the Common Origination and Disbursement (COD) system, as well as Microsoft Office Suite.
- Ability to communicate effectively, both orally and in writing.
- Strong attention to detail with the ability to perform accurate work with minimal supervision
- Ability to organize, prioritize, and manage multiple tasks while meeting established deadlines.
- Ability to provide excellent customer service and communicate effectively with students, families, faculty, staff, and the public.

EDUCATION AND EXPERIENCE

- One to two years of college credit (30 credit hours are equivalent to one year) or related certification
- Three years of experience working with diverse populations.
- Bachelor’s degree preferred.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a personal computer, calculator, copier, and fax machine. No significant climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, and repetitive motions.

SPECIAL REQUIREMENTS

None

ACCOMMODATIONS

To perform this job successfully, an individual must be able to satisfactorily perform each essential job duty. Prince George's Community College provides reasonable accommodations when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. Accommodation determinations are made on a case-by-case basis. If reasonable accommodation is needed, please contact the ECT department

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Last Revised Date: 11/2024