**System and Fiscal Operations Coordinator**

Madison College is excited to introduce a System and Fiscal Operations Coordinator in Financial Aid & Veteran Services! We are seeking a candidate who is well organized, has financial aid experience and has the ability to collaborate with students and staff. If you are looking for a rewarding career that is challenging and satisfying, apply now!

We are seeking applicants who can further the College’s commitment to diversity. We strongly encourage applicants to apply who have personal, life, work, academic, and/or experience with diverse populations. Individuals from underrepresented groups are encouraged to apply.

**This position will close on June 28, 2019, at 11:59 pm. Interested applicants are encouraged to apply as soon as possible.** **Please attach resume and cover letter.**

Madison College offers a generous benefit program including health and dental benefits. The employee selected will serve a twelve (12) month introductory period. This position does not offer a relocation package.

This is a full-time, non-exempt, 52 weeks per year position. Monday – Friday from 8:00 a.m. – 4:30 p.m.

This posting may be used to fill similar vacancies that occur within six months of the closing date.

This position is located in the vibrant and diverse city of Madison, Wisconsin’s 2nd largest city and state capitol. Nestled between two recreational lakes, Madisonians are offered year-round activities for all, including the Dane County Farmers’ Market located around the Capital Square, more than 200 miles of scenic biking and hiking trails, world class restaurants, and numerous festivals and community events. Madison is consistently ranked as a top community in which to work, live and play. Madison offers a small town feel, with a big city impression. But, if that’s not enough, Madison is just a short 125 miles northwest of Chicago and 77 miles west of Milwaukee. To learn more about what Mad-Town has to offer, you can visit [www.visitmadison.com](http://www.visitmadison.com).

**ORGANIZATIONAL FUNCTION AND RELATIONSHIPS:**

This position provides cross-functional support for the System and Fiscal Operations unit within Student Financial Support Services and Enrollment Services Records unit through a project management, program administration, and student-support role.

This position provides case management, eligibility determination, and compliance for federal, state, institutional and private agencies and departments.  In conjunction, this position provides back-up support to the Financial Support and Outreach and Customer Experience Units through in-person and phone assistance regarding enrollment and financial aid related processes and eligibility criteria. This position requires an extensive knowledge of college processes, institutional policies, and apprehension and applicability of federal and state guidelines.

As a member of the System and Fiscal Operations unit, this position serves as a member of the awarding processes by reviewing, confirming, and deciding awards for DVR, AmeriCorps, and Emergency Assistance programs. This role maintains compliance for the Return of Title IV programs by the Department of Education - a highly complex and targeted program for higher education institutions that is critical to continued eligibility in Title IV programs.

This position reports to and receives direction from the Associate Manager of Systems and Fiscal Operations.

**ESSENTIAL DUTIES:**

The following duties are typically expected of this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned as needed.

Ensures compliance with federal, state, and institutional rules and regulations related to verification, appeals, study abroad, consortium agreements, and scholarships

Processes verification and appeal documentation.

Processes incoming and outgoing consortium agreements.

Ensures study abroad financial aid information is up to date on the website and stays current on regulations.

Monitors incoming scholarships and accounts for them in student financial aid packages.

Responds to questions and requests pertaining to financial aid from other units across the college and to external agencies. Preference to candidates who are bi-lingual (Spanish). Responds to escalated, complex financial aid inquiries in person, or via telephone, email, or in writing regarding students’ financial aid status. Provides presentations both on and off campus. Provides back-up support and cross-training to other team members within the Financial Aid unit.

* Advises, investigates, problem-solves, and resolves questions and issues from prospective and current students, alumni, parents, faculty, and staff regarding financial aid and administrative program eligibility.
* Provides administration of financial aid programs such as AmeriCorps, and Division of Vocational Rehabilitation (DVR) awards.
* Administers the Return of Title IV process for the college and works with internal personnel to ensure timely processing and compliance.
* Provides assistance and eligibility determination for students seeking Emergency Assistance at the college, while working with internal and external stakeholders to adequately resource and report on the program.
* Responds to incoming inquiries via phone and in-person concerning financial aid and programs of oversight.
* Understands and applies federal regulations, state laws, district policies and procedures, and guidelines governing financial aid and veteran benefit operations.
* Serves as a member of financial aid awarding team to ensure adequate and accurate awarding processes for students.
* Assists with the college’s tuition appeal process by analyzing unique student situations to determine tuition refunds.
* Serves as a back-up to the Customer Experience team during peak times for staffing.

**KNOWLEDGE, ABILITIES, AND SKILLS**:

* Demonstrated knowledge and ability to apply federal methodology need analysis, and awarding requirements to individual student situations that have varying needs and challenges.
* Demonstrated knowledge in federal, state, and institutional financial aid requirements.
* Comprehensive knowledge of financial aid databases and resources to serve students.
* Demonstrated knowledge of curriculum offerings, program and degree requirements, certifications, and other pertinent information to deliver program content-based advising.
* Knowledge of college processes and procedures in admissions, financial aid, registration, and records.
* Ability to plan, organize, promote and implement events, education workshops, in-services and programs.
* Ability to respond promptly and thoroughly to requests from students, staff, faculty, administrators and community members.
* Ability to work both independently and in a collaborative, team-oriented environment.
* Ability to establish and maintain effective and cooperative working relationships with individuals at all levels in the organization, with students, staff, and the public.
* Demonstrated skills in communicating effectively both orally and in writing.
* Demonstrated skill in cultural competence, communications and human relations with populations having diverse socio-economic and racial backgrounds.
* Skill in dealing courteously and tactfully with students and the public. Ability to complete assigned work in a timely and accurate manner.
* Ability to analyze and reconcile data derived from different sources or documents.
* Working knowledge of financial aid and college databases and websites such as PeopleSoft, CRM, NSLDS, COD, ScholarNet, CPS Online, and FAFSA.
* Working knowledge of current microcomputer software such as Windows, Outlook, PowerPoint, Access, Excel and web browsers

**QUALIFICATIONS:**

* Associate’s degree from an accredited college or university in education, business, social work or related field.
* Two years (4,000 hours) of directly related work experience in a post-secondary student affairs role.
* Two years (4,000 hours) work experience in or with financial aid is preferred.
* Bilingual (Spanish) preferred.

How to apply: <https://madisoncollege.wd5.myworkdayjobs.com/en-US/jobsatMadisonCollege/job/Truax-Campus-Madison/System-and-Fiscal-Operations-Coordinator---Financial-Aid_R0002439>