



CLASSIFICATION SERIES:

N/A

BARGAINING UNIT:

Excluded

Student Loan Supervisor

SERIES PURPOSE: The purpose of the Student Loan Supervisor occupation is to oversee the award and certification of all student loan programs.

CLASS CONCEPT: The class works under direction and requires considerable knowledge of federal, private, state, and institutional financial aid policies, programs, and procedures in order to supervise staff and students.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Supervises employees, student workers, and financial aid operations; develops, implements, and enforces policies and procedures; assigns and reviews work; establishes timeframes for the completion of assigned tasks; trains and orients new employees and students; approves/disapproves requests for paid leaves; interviews candidates and students for employment and recommends hiring; evaluates employee and student work performance; receives and responds to grievances.

Keeps abreast of pertinent regulations; implements appropriate procedures to ensure program compliance with all regulatory policies and guidelines and good business practices. Coordinates counseling of students and their parents about loan programs. Serves as liaison with federal appointed servicers in establishing processing procedures and problem resolution. Assists with resolving application processing problems with lenders, servicers, students, and Bursars Office.

Coordinates loan certification; gathers and compiles eligibility data and records including student information profile and documents, satisfactory academic progress, transfer information, default/overpayment status, registration, etc.

In absence of administrative staff, responds to student and family complaints and attempts to resolve loan issues/problems in compliance with federal, state, and university regulations and procedures.

Provides direct assistance to students by telephone and in person; provides and clarifies information, responds to routine and complex inquiries, distributes forms, etc., regarding all aspects of financial aid including loans, grants, scholarships, work-study, and special programs.

Reviews reports from transmissions of processed applications and loans guaranteed by agencies.

Keeps loan personnel and office staff informed of policy and procedural changes. Updates and maintains student loan section of policy and procedure manual to comply with regulation.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: supervision; employee training and development; financial aid standards and practices applicable to student loan procedures.

Skill in: written and verbal communication.

Ability to: define problems, collect data, establish facts, and draw valid conclusions; recognize unusual or threatening conditions and take appropriate action; prepare concise and meaningful reports; establish friendly atmosphere as supervisor of work unit.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: Bachelor's degree; two years of experience with scholarship, accounting, and/or student loan procedures and guidelines. Computer and technical skills, including Microsoft Excel and Microsoft Word.

PREFERRED QUALIFICATIONS: Previous supervisory experience. SCT Banner and one year of higher education experience.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: Not applicable