

Financial Aid Clerk

Department:	Financial Aid Office	Competition #:	22-SS-27
Campus:	South - Windsor	Classification:	Support Staff
Posting Type:	Internal/External	Payband:	E
Status:	Appendix D – Term ends May 30 th 2023	Hourly Rate:	\$26.21 to \$30.39
Position Testing:	No	Hours Per Week:	35 Hrs./Wk. Monday to Thursday 8:30am - 4:30pm, Fridays 8:30am - 4:00pm
Clerical Testing:	Yes		
Start Date:	As soon as possible	Closing Date:	Tuesday, June 28 th , 2022 at 4:30pm

St. Clair College is seeking an experienced and motivated professional who shares our commitment to quality and student success.

POSITION SUMMARY:

The incumbent is a member of the Financial Aid team, providing Front Counter service. This position serves as the primary customer service representative of the Financial Aid Office. Main responsibilities of this position include responding to emails, phones messages & in-person inquiries by students, parents, potential students, staff & the community at large. The incumbent will be required to demonstrate compassion & empathy when dealing with clients. The incumbent will support the “Financial Aid Officers” in all aspects of Ministry and College regulations, policies and procedures for all campuses in all academic activity, to adequately deal, support and redirect inquiries as it relates to the above. They will act as the main contact for all related customer and community inquiries.

CORE DUTIES AND RESPONSIBILITIES:

CUSTOMER SERVICE

60%

- Providing quality customer service in a professional manner to all clients by email, telephone & in-person.
- Assisting students with the OSAP application (including direction for processing the Master Student Financial Aid Agreement) & inquiries related to the application process as well as the ability to identify processing errors.
- Schedules appointments and directs clients/student to appropriate financial aid officer.
- Verifying identification according to Ministry rules & providing or resetting OAN (OSAP Access Number).
- Assists applicants with completion of Financial Assistance forms, ensuring applications are accurate, screened for completion & includes supporting documentation, if applicable.
- Updates applications by entering applicable documents (such as Student/Parental Declarations).
- Uploads supporting documentation received in person, mail or email to the proper Ministry folders.
- Investigates & provides general information regarding discrepancies with their OSAP application and Appeals, if applicable.
- Processes & maintains Continuation of Interest-Free Status (CIFs) forms.
- Assisting the input of the Bursary Recording System (BRS), if needed.

Student Records

25%

- Helping to review/process student refund requests.
- Review/approval of the Work Study applications.
- Process/enter changes to student records (ie: course load, programs, etc).
- Review of Institution-Funded Special Bursary Plan applications.
- Assisting with the archiving of Ministry documents.
- Maintains a thorough, accurate & current filing system for both internal & Ministry records.
- Adhering to regulations outlined by the Freedom of Information & Privacy Act (FIPPA).

General/ Other Duties as Assigned

15%

- Participate & deliver financial aid information & material to the community (ie: presentations, Workshops) & College promotional events.
- Back-up colleagues to assist with overall workload.
- Responsible for distributing of the internal and external mail for the Financial Aid Office.
- Supports the learning of new employees.
- Relationship building with stakeholders (NSLSC, Student Services, etc).

MINIMUM QUALIFICATIONS (SKILLS REQUIRED):

EDUCATION:

The successful candidate must possess a two (2) year Ontario College diploma in Office Administration, Business Administration or other related field.

EXPERIENCE

The successful candidate must have a minimum of two (2) years' experience in a post-secondary setting, including demonstrated knowledge of computer information systems. The incumbent shall have demonstrated customer service. Knowledge of OSAP, College programs & registration processes would be considered an asset.

ANALYSIS & PROBLEM SOLVING

- Assisting students/potential students in obtaining financial aid.
- Maintaining accurate Ministry & Financial Aid Office records.
- A visibly upset student presents to the Financial Aid Office & inquires as to why he/she is not entitled to OSAP.

PLANNING/COORDINATING

- Participating in Financial Aid workshops, various presentations & College promotional events.
- Planning for peak periods.

Please forward your resume quoting the competition # by online application at <https://www.stclaircollege.ca/careers/apply>. This link includes those who have worked for the College within 1 year of this posting. Resumes must be received prior to the closing date and time.

All active internal applicants MUST apply through the St. Clair College online application system: <https://intranet.stclaircollege.ca/human-resources/job-application-form.html>

St. Clair College is committed to workplace diversity and provides accommodations to applicants with disabilities throughout our hiring process. If you require an accommodation, please contact Human Resources.