Job Title: Coordinator, Customer Service, Financial Aid Services

Reports to: Director of Financial Aid
FLSA Status: Exempt
Level: 211
Position Class:

Job Summary:
The Customer Service Coordinator, Financial Aid Services is responsible for the oversight of financial aid customer services. This position coordinates assignments and training programs for, as well as provides supervision to the Advisors, Veteran’s Services, the Financial Aid Services Assistants, and customer service call center as directed by the Director of Financial Aid.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Supervises, evaluates, coaches, coordinates and guides all aspects of the financial aid customer service function including the Financial Aid Services Assistants and Advisors of Veteran’s Services functions. Implements new and revised office policy and procedures, and addresses staff issues.

2. Ensures an effective customer service plan that incorporates timely, professional and accurate communication with all appropriate stakeholders including but not limited to students, parents, third party vendors, and College colleagues.

3. Develops and disseminates accurate routine and special communications with stakeholders via forms, email, portal, posters, flyers, student handbook, college catalog, etc.

4. Maintains current working knowledge of all FAID policies and procedures and provides regular training to financial aid customer service staff on the same.

5. Provides inquiry support and issue resolution for front line customer service providers.

6. Serves in front line customer service operations when necessary to manage volume.
7. Supervises call center and verification operations. Implements procedures to ensure maximum efficiency and customer service.

8. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s degree from a regionally accredited college or university and three years of relevant comprehensive experience with financial aid programs is required. The position requires exceptional written and oral communication skills.

- **Supervisory Experience:**
  One to two years of direct supervisory experience including responsibility for hiring, firing, performance management, training and coaching is required.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Excellent English listening and speaking skills required. Spanish language proficiency is an asset.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have advanced knowledge of word processing software, spreadsheets, Internet, e-mail system, and PowerPoint software. Must become efficient with current college database software and other college required software within one month of hire. Banner experience is preferred.

- **Certificates and Licenses:**
  None required
Responsibility for People and Property:
Provides supervision and training to financial aid customer service staff as directed.

Responsibility for Communication:
- **Internal Contacts:**
  Routine contact with all levels of SCF staff and administration. Routine contact with SCF students.

- **External Contacts:**
  Occasional contact with state and internal auditors.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasional exposed to outdoor weather conditions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use manual dexterity. The employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to
wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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