



**TENNESSEE COLLEGE  
OF APPLIED TECHNOLOGY**  
KNOXVILLE

**POSITION ANNOUNCEMENT**

**Financial Aid Coordinator  
(Full Time, Exempt Position)**

The Tennessee College of Applied Technology Knoxville is accepting applications for the position of Financial Aid Coordinator to be located at the main campus in Knoxville. This is a full time, exempt position.

**POSITION SUMMARY:** The Financial Aid Coordinator reports to the Vice President of Administrative Services assisting with the administration and coordination of the financial aid process. The position is responsible for coordinating student aid delivery including student verification, fund awarding, account reconciliation, financial aid appeals, professional judgements, goal setting, policy/procedure development, compliance monitoring, etc.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:**

**Minimum Qualifications:** Bachelor's degree from a regionally accredited college/university in Business or related field and a minimum of three (3) years financial aid operation and administrative experience in a college/university setting.

**Preferred Qualifications:** Master's degree from a regionally accredited college/university in Business or related field.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Coordinate the accurate and timely loading of all student financial aid data.
- Determines student eligibility for financial aid.
- Exercises professional judgment to determine student's consideration of eligibility due to hardship.
- Addresses potential over awards, monitors student enrollment status.
- Monitors daily output reports for processing and data load.
- Assists with verification of student financial aid data.
- Counsel students concerning financial aid, including but not limited to: applying to federal and state programs, applying for scholarships, work programs, and satisfactory academic progress.
- Assists students and parents in person, by letter and telephone or reception area on procedures to obtain grants, scholarships, work programs, etc.
- Attends professional meetings and workshops at the local and state levels to stay abreast of current regulations and advances in financial aid.
- Maintains current knowledge of federal, state, and institutional requirements regarding financial aid.
- Serve on both internal and external committees as needed.
- Visits high schools for financial aid workshops, college nights, and other programs.

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of college policies, procedures, and practices; knowledge of the Family Educational Rights and Privacy Act (FERPA), Title VII, Title IX, ADA and other applicable laws pertaining to employment and education; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills;



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ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; ability to handle confidential material judiciously; understanding of education programs and tools related to community colleges.

**LEADERSHIP AND COMMUNICATION SKILLS:** Ability to exchange ideas, facts, information, and opinions effectively and accurately with others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce and student population; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; excellent customer service skills; comply with policies, procedures, and instructions.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Banner, etc.; office machines such as telephones, fax machines, and copiers.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 25 lbs.; to operate office equipment which may require repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Financial Aid Assistant

**Salary:** Commensurate with experience and according to salary guidelines established by the Tennessee Board of Regents.

**Application Deadline:** Deadline for applications is September 30, 2019.

**Application Procedure:** Application may be found at Application may be found at <https://tbr.csod.com/ats/careersite/search.aspx?c=tbr&site=27>