

Coordinator of Training and Compliance, Student Services

The Service Center at the Tennessee Board of Regents (TBR) supports the System Office and Technical Colleges of Applied Technology (TCATs) within the following functional areas: Human Resources, Payroll, Finance, and Student. The student functional area of the Service Center supports admissions, records, financial aid, and accounts receivable functions at the TCATs. The position is a member of the shared services team reporting to the Office of Student Success.

The Coordinator of Training and Compliance, Student Services is responsible for ensuring all Banner Student training is conducted with applicable staff. In consultation with the Assistant Vice Chancellor for Enrollment Management, the position is responsible for reviewing and ensuring compliance with all applicable institutional, TBR, state, and federal regulations, policies, and guidelines. The Coordinator of Training and Compliance, Student Services works closely with the institutions of the TBR system and is expected to provide a high level of customer service to all institutions served.

Responsibilities:

Assist with development and maintain procedures related to Banner Student;

In consultation with the Assistant Vice Chancellor for Enrollment Management, communicate with and train TCAT staff in the event new software is released for use;

Prepare training sessions and develop tools to ensure ongoing regulatory awareness, operational effectiveness, and system maintenance; using audit findings and data analysis to guide priorities for training, conduct regular Webex or in-person training opportunities with all TCATs;

Serve as a primary contact for all TCAT staff in the event clarification or additional training regarding Banner processing is needed;

In consultation with the Assistant Vice Chancellor for Enrollment Management and TCAT financial aid core representatives, develop, maintain, and communicate the Financial Aid Handbook information in accordance with current regulatory guidelines and strategic direction established by federal, state, and other financial aid entities including the TBR;

Responsible for staying abreast of legislative changes impacting Banner and institutional operations and assisting the Assistant Vice Chancellor for Enrollment Management to ensure collaboration across functional areas to adhere to legislative requirements;

Assists with review of all TCAT websites to ensure accuracy of information;

Responsible for managing a risk based quality control program that provides continuous monitoring of the Banner Student functions as well as institutional procedures to assure compliance with regulations governing the administration of federal student aid;

Assist with all Banner technical processing setup to assure compliance with federal, state, TBR, and institutional policies;

Assist with the development and maintenance of guidelines and develop training documentation for functional users;

Field employee questions and researches admissions, records, financial aid, and accounts receivable transaction processing concerns;

Work cooperatively and effectively with other departments, including the Office of Academic Affairs and IT in support of Banner student database changes and improvements;

Communicate to employees and administration action regarding admissions, records, financial aid, and accounts receivable related issues and solutions;

Assist the Assistant Vice Chancellor for Enrollment Management with all other Banner maintenance;

Assist with the processing of financial aid and accounts receivables, as needed;

Assist with curriculum builds and other vital functions related to admission and records, as needed;

Assist with state aid certification and reconciliation, as needed;

Fill other critical gaps as needed either at the System office or at the institutional level;

Perform other duties as assigned

Knowledge, Skills, and Abilities:

In-depth knowledge of college or university admission, records, financial aid or accounts receivable processing and reporting requirements;

Broad knowledge of federal and state laws and guidelines;

A willingness and passion to learn new hardware and software systems that are consistent with duties;

Ability to effectively analyze data and inquiries, think critically, and make appropriate decisions;

Effective organizational and time management skills;

Ability to work as part of a team or work alone without close supervision;

Ability to communicate effectively, both in writing and orally;

Ability to understand customer needs and provide quality service;

Ability to maintain confidentiality in compliance rules and regulations, including HIPAA and FERPA guidelines on the disclosure of information

Minimum Qualifications:

Bachelor's degree and a minimum of 2 years of related work experience OR an Associate's degree and a minimum of 5 years of related work experience OR a comparable combination of education and experience;

Experience working in admissions, records, financial aid, or accounts receivable in a technical college, community college, university setting, or system;

Extensive knowledge of regulations governing federal, state, and institutional policies, related to Banner Student;

Experience with Banner or similar ERP system

Preferred Qualifications:

Experience within a shared service operating environment;

Experience or training in Windows operating system and Microsoft Office 365 applications;

Experience in developing and implementing training and/or workshops for functional users

Applications Accepted Online Only at <https://www.tbr.edu/hr/job-opportunities-tbr-system-office>