

**One Stop Student Services
Division of Enrollment Management
University of Tennessee, Knoxville**

POSITION ANNOUNCEMENT

One Stop Student Services at the University of Tennessee, Knoxville, (UT) invites applications and nominations for the position of Coordinator for Financial Wellness and Education. UT is seeking candidates who have the ability to contribute in meaningful ways to the diversity and intercultural goals of the University.

UT is the state's flagship research institution, a campus of choice for outstanding undergraduates, and a premier graduate institution. Enrolling more than 28,000 students, the campus is located in the foothills of the Great Smoky Mountains in beautiful East Tennessee. As a land-grant university, UT fulfills its access mission through a commitment to excellence in learning, scholarship, and engagement. The Enrollment Management (EM) division comprises more than 150 full-time staff who serve our students through the following departments and functions: Undergraduate Admissions, International Recruitment, One Stop Student Services, Financial Aid and Scholarships, University Registrar, and EM Communications.

Duties/Responsibilities: This position is part of the centralized team within One Stop Student Services that provides a student-focused approach to quality service in order to provide an exceptional, seamless service experience that supports student success and institutional goals of recruitment, retention, and graduation. The position is responsible for the coordination and development of a comprehensive financial wellness program for the entire enrollment life-cycle for students. In collaboration and partnership with key campus stake holders, this position will leverage and streamline existing programs as well as create new programs to educate students, families, and the UT community regarding financial wellness. Supervise a team of peer mentors who will assist in financial wellness efforts.

In addition, the position will develop and coordinate the on-boarding, training, and professional development opportunities for staff within One Stop. Finally, the position is cross-trained to provide front-line support to students, parents/families, and other campus community members in the areas of Undergraduate Admissions, University Registrar, Financial Aid and Scholarships, and the Bursar. The position will be able to answer questions of general breadth and depth related to the offices as well as facilitate transactions. At times, this position will serve as first level of student contact where personal interaction and problem solution begins, providing general information and inquiries, acting as a triage for complex enrollment issues, solving end to end issues, and elevating complex issues to the appropriate specialists in the office that support One Stop.

Required Qualifications: Bachelor's degree. One or more years of experience training others (students, staff, etc.) Three or more years of experience in customer service related field. Knowledge of personal finance; Exceptional project management and time management skills; Exceptional customer service skills and knowledge of basic service etiquette; Exceptional oral (e.g., public speaking) and written communication skills; Ability to work with software to develop learning modules; Experience using learning management systems (LMS); Ability to write clearly, concisely, and correctly; Ability to engage and interact effectively with people of all ages and diverse backgrounds; Ability to work as a team member; Ability to analyze and interpret data and make independent decisions; Ability to meet expectations in a fast-paced, dynamic, customer-oriented environment; Highly motivated, focused, and results-oriented.

Preferred Qualifications: Bachelor's degree and/or Master's degree in finance, accounting, business, or economics. Experience in higher education, specifically areas of enrollment, admissions, financial aid, registrar, and bursar/student accounts. Experience using learning management systems (LMS). Experience in personal finance and/or financial planning. Skilled at curriculum design and content development; Knowledge of higher education, enrollment services, and student development; Knowledge of the University of Tennessee, Knoxville, including institutional and unit policies, procedures, and processes. Knowledge of general finance and financial planning.

Applicants should submit a cover letter detailing relevant experience along with a resume and the name, address, and telephone number of three references.