

## **Program Assistant - (1902327)**

### **Description**

The Program Assistant is part of the Student Financial Aid Department within University Enrollment Affairs at Vanderbilt University and is a key individual contributor responsible for providing administrative support and assistance with the planning and coordination of one or more events or programs/services as either an individual contributor or as a team member. Reporting to the Associate Director, the Program Assistant interacts with students, parents, faculty, and internal/external stakeholders.

The OSFA is responsible for providing financial assistance to students whose economic circumstances are such that they could not otherwise afford to attend. In addition, we provide limited merit-based assistance to select undergraduate students who demonstrate exceptional accomplishment and intellectual promise.

### **Duties and Responsibilities**

Analyze and resolve operational problems.

- Reviews data for all third-party electronic applications used to support operations.
- Creates and disseminates communications to various customers, as needed.
- Develop reports and specifies required queries needed to verify data input.

Ensure accurate input and output of data files within the system.

- Runs queries and processes to verify compliance with Vanderbilt and federal entities.
- Review and process Outside Scholarship checks
- Participate in National Merit scholarship review process.
- Assist in the institutional merit scholarship tracking and reporting process.
- Ensure accurate data entry for various scholarships.
- Communicates accordingly to all appropriate internal and external customers.

Evaluate and interpret data before data entry, scanning, and/or indexing.

- Coordinates the outside documentation into PeopleSoft financial aid and DocFinity imaging system.
- Reviews online forms and uploaded documentation from all entities.
- Communications with scholarship committees.
- Produce notifications to scholarship applicants.
- Provide customer service support in the Student Employment area within the Oracle system.

Maintain documentation of assigned processes.

- Creates and maintains processing documentation for all assigned processes and/or tasks.

- Participates in all webinars and training sessions relative to operations of student financial aid.

Perform duties individually or as a team member to meet goals, objectives, and timeliness.

- Trains with other members to assist with priority deadline processes and required cross-training.
- Website review for financial aid and scholarship updates.

Review and respond to general financial aid and scholarship emails.

### **Profile of an Ideal Candidate**

- A high school diploma or GED is necessary.
- At least two years of related experience is necessary.
- Ability to perform simple accounting procedures is preferred.
- Ability to communicate effectively, both orally and in writing is preferred.
- Records maintenance skills are preferred.
- Ability to process computer data and to format and generate reports is preferred.
- Knowledge of customer service standards and procedures is preferred.
- Database management skills are preferred.
- Ability to make administrative/procedural decisions and judgments is preferred.
- Ability to complete moderately complex administrative paperwork is preferred.
- Knowledge of financial aid policies, procedures, and eligibility requirements is preferred.
- Demonstrated ability working collaboratively in a team environment is necessary.

### **Commitment to Equity, Diversity and Inclusion**

Vanderbilt University is committed to achieving the goal of a diverse and inclusive academic community of faculty, staff, and students. We seek individuals who are committed to this goal and our campus values.

If interested, apply at <https://www.vanderbilt.edu/work-at-vanderbilt/>. Contact Melissa Smith for additional questions. [M.smith@vanderbilt.edu](mailto:M.smith@vanderbilt.edu).