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## Work at Vanderbilt University Medical Center

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Job Description

### Financial Aid and Enrollment Coordinator-2001587

Description

**Financial Aid and Enrollment Coordinator  
VUMC Center for Programs in Allied Health  
Requisition Number 2001587**

#### **Job Summary:**

Under general direction, the Financial Aid and Enrollment Coordinator is responsible for being knowledgeable of Title IV and enrollment processes, in addition to providing information and support, for individuals navigating the financial aid and enrollment process at VUMC Center for Programs in Allied Health. The coordinator is the first point of contact for all student inquires of financial aid and enrollment services. The coordinator will work closely with the Assistant Director, Program Directors, students, and other staff members of the Center for Programs in Allied Health, as needed.

#### **Financial Aid Coordination**

- Determines amount of aid based on eligibility criteria for each award program, need of students, and funds available
- Awards and administers federal, state, private and institutional Financial Aid programs on behalf of a specific group of student applicants through the financial aid packaging process
- Completes the verification process and compares data on FAFSA applications with federal tax returns, academic transcripts, and eligibility criteria for multiple award programs, making corrections to student applications as needed
- Provides financial aid counseling to prospective and new students financial aid availability, application process, eligibility, academic progress, program requirements, deadlines, processing dates, and procedures
- Determines which students are eligible for special consideration of awards through professional judgment and override situations, and explains documentation and regulatory requirements to students and parents as needed
- Counsels students about academic progress and its effect on financial aid eligibility.
- Assists and counsels' students with loan processes to ensure compliance with federal, state, and institutional regulations
- Maintain complete and accurate records as required for completion of internal and external reporting requirements
- Conduct entrance and exit interviews
- Monitor and certify private loans
- Disburse payments to students
- VA Once experience
- R2T4 calculation knowledge

- NSLDS, COD and FSA knowledge
- Experience working with a diverse student population
- Performs other financial aid duties, as assigned

### **Enrollment Coordination**

- Reviews, verifies, and processes student applications and related documentation
- Enters, verifies, researches student records information in a timely manner
- Assist with student recruiting for all Center Programs in Allied Health programs
- Actively participate in marketing the Center for Programs in Allied Health
- Communicate with assigned prospects and applicants by calling, writing, e-mailing, and arranging on-campus visits
- Addresses student inquiries in person, by phone, or via e-mail
- Arranging orientation and graduation, under the supervision of enrollment management
- Records and monitors required data into integrated student data base
- Maintains student record databases and manual files; prepares statistical reports as appropriate
- Disseminates pertinent information, in accordance with applicable laws, regulations, and University policies in accordance with the Family Educational Rights and Privacy Act (FERPA)
- Ability to maintain confidentiality of student information
- Knowledge of federal, state, and university academic policies and procedures
- Provides excellent frontline customer service, while assisting students with enrollment services in multiple functional areas.
- Attends divisional/department and other meetings, as assigned
- Performs other enrollment duties, as assigned.

### **TECHNICAL CAPABILITIES:**

**PROGRAM MANAGEMENT (Intermediate):-** Planning, organizing, and managing resources to bring about the successful completion of specific program goals and objectives.

**PEER LEADERSHIP (Intermediate):-** The ability to show leadership and influence people of equal rank in an effort to accomplish team goals.

**FINANCIAL PROCESSES (Intermediate):-** Ability to monitor costs, expenses and revenue as well as the ability to manage those costs and expenses in relation to budgeted amounts.

**QUALITY MANAGEMENT (Intermediate):-** Developing a systematic process of checking to see whether a process or service is meeting specific requirements.

**NETWORKING (Intermediate):-** Build relationships through industry contacts, professional organizations and individuals.

**PROCESS IMPROVEMENT (Intermediate):-** Identifies, analyzes and improves upon existing business processes for optimization and to meet standards of quality.

**MENTORING & COACHING (Intermediate):-** The essence of training and mentoring on the job is transfer of knowledge. Whereas training can be considered more formal and scheduled, mentoring is often in the form of guidance and hands-on experiences. The reporting relationship is unimportant since the purpose is to pass on information and experiences. These discussions normally center around a person's goal of learning job procedures, content, standards, analysis and problem-solving.

### **CORE ACCOUNTABILITIES:**

- **Organizational Impact:** Independently delivers on objectives with understanding of how they impact the results of own area/team and other related teams.
- **Problem Solving/ Complexity of work:** Utilizes multiple sources of data to analyze and resolve complex problems; may take a new perspective on existing solution.

- **Breadth of Knowledge:** Has advanced knowledge within a professional area and basic knowledge across related areas.
- **Team Interaction:** Acts as a go-to resource for colleagues with less experience; may lead small project teams.

#### **CORE CAPABILITIES:**

##### **SUPPORTING COLLEAGUES:**

- **Develops Self and Others:** Invests time, energy and enthusiasm in developing self/others to help improve performance and gain knowledge in new areas.
- **Builds and Maintains Relationships:** Maintains regular contact with key colleagues and stakeholders using formal and informal opportunities to expand and strengthen relationships.
- **Communicates Effectively:** Recognizes group interactions and modifies one's own communication style to suit different situations and audiences.

##### **DELIVERING EXCELLENT SERVICES:**

- **Serves Others with Compassion:** Seeks to understand current and future needs of relevant stakeholders and customizes services to better address them.
- **Solves Complex Problems:** Approaches problems from different angles; Identifies new possibilities to interpret opportunities and develop concrete solutions.
- **Offers Meaningful Advice and Support:** Provides ongoing support and coaching in a constructive manner to increase employees' effectiveness.

##### **ENSURING HIGH QUALITY:**

- **Performs Excellent Work:** Engages regularly in formal and informal dialogue about quality; directly addresses quality issues promptly.
- **Ensures Continuous Improvement:** Applies various learning experiences by looking beyond symptoms to uncover underlying causes of problems and identifies ways to resolve them.
- **Fulfills Safety and Regulatory Requirements:** Understands all aspects of providing a safe environment and performs routine safety checks to prevent safety hazards from occurring.

##### **MANAGING RESOURCES EFFECTIVELY:**

- **Demonstrates Accountability:** Demonstrates a sense of ownership, focusing on and driving critical issues to closure.
- **Stewards Organizational Resources:** Applies understanding of the departmental work to effectively manage resources for a department/area.
- **Makes Data Driven Decisions:** Demonstrates strong understanding of the information or data to identify and elevate opportunities.

##### **FOSTERING INNOVATION:**

- **Generates New Ideas:** Proactively identifies new ideas/opportunities from multiple sources or methods to improve processes beyond conventional approaches.
- **Applies Technology:** Demonstrates an enthusiasm for learning new technologies, tools, and procedures to address short-term challenges.
- **Adapts to Change:** Views difficult situations and/or problems as opportunities for improvement; actively embraces change instead of emphasizing negative elements.

#### **Position Qualifications:**

- Earned a minimum of a Bachelor's degree, **required**
  - Master's Degree, **preferred**
- At least three (3) years of professional and related experience in higher education financial aid, **required**
- At least one (1) year of professional and related experience in higher education enrollment/ admissions processes, **preferred**
- Broad knowledge of federal financial aid programs and recordkeeping requirements and best practices
- Knowledge of student record-keeping requirements and best practices
- Able to work independently to meet deadlines
- Computer proficiency including, but not limited to, email, internet use, MS Office Suite, social media platforms, campus management systems, and other software applications

- Excellent oral and written communication skill
- Experience with health care programs, **preferred**

**Position Shift:**

**This is a full-time position (at least 40 hours/week)**

**Monday-Friday, 8:00am – 5:00pm, but flexibility to work additional hours, as needed, is a MUST!**

**Department/Unit Summary**

The VUMC Center for Programs in Allied Health (CPiAH) is dedicated to preparing students for excellence in their chosen career and instilling compassion and a commitment to the highest quality of patient care through transformative learning programs and access to the delivery of exemplary healthcare.

For more information about VUMC's Center for Programs in Allied Health in Nashville Tennessee, please visit our website <https://ww2.mc.vanderbilt.edu/AlliedHealth/> (<https://ww2.mc.vanderbilt.edu/AlliedHealth/>)

[Click Here To View The VUMC Promise of Discovery](#)

**Discover Vanderbilt University Medical Center**

Located in Nashville, Tennessee, and operating at a global crossroads of teaching, discovery and patient care, VUMC is a community of individuals who come to work each day with the simple aim of changing the world. It is a place where your expertise will be valued, your knowledge expanded, and your abilities challenged. It is a place where your diversity — of culture, thinking, learning and leading — is sought and celebrated. It is a place where employees know they are part of something that is bigger than themselves, take exceptional pride in their work and never settle for what was good enough yesterday. Vanderbilt's mission is to advance health and wellness through preeminent programs in patient care, education, and research.

**VUMC Recent Accomplishments**

**Because we are committed to providing the best in patient care, education and research, we are proud of our recent accomplishments:**

- US News & World Report: #1 Hospital in Tennessee, #1 Health Care Provider in Nashville, #1 Audiology ([Bill Wilkerson Center](http://www.vanderbilthealth.com/billwilkerson/)), 12 adult and 10 pediatric clinical specialties ranked among the nation's best, #15 Education and Training
- Truven Health Analytics: among the top 50 cardiovascular hospitals in the U.S.
- Becker's Hospital Review: one of the "100 Greatest Hospitals in America"
- The Leapfrog Group: grade "A" in Hospital Safety Score
- National Institutes of Health: among the top 10 grant awardees for medical research in the US
- Magnet Recognition Program: Vanderbilt nurses are the only group honored in Middle Tennessee
- Nashville Business Journal: Middle Tennessee's healthiest employer
- American Hospital Association: among the 100 "Most Wired" medical systems in the US

\*CA

Qualifications

**Physical Requirements/Strengths needed & Physical Demands:**

- Sedentary category requiring exertion up to 10 lbs. of force occasionally and uses negligible amounts of force to move objects. Sedentary work involves sitting most of the time.

**Movement**

- Occasional: Standing: Remaining on one's feet without moving.
- Occasional: Walking: Moving about on foot.
- Occasional: Lifting under 35 lbs: Raising and lowering objects under 35 lbs from one level to another
- Occasional: Carrying under 35 lbs: Transporting an object holding in hands, arms or shoulders, with help of coworkers or assistive device.
- Occasional: Push/Pull: Exerting force to move objects away from or toward.
- Occasional: Reaching above shoulders: Extending arms in any direction above shoulders.

- Frequent: Sitting: Remaining in seated position
- Frequent: Reaching below shoulders: Extending arms in any direction below shoulders.
- Frequent: Fingering: Picking, pinching, gripping, working primarily with fingers requiring fine manipulation.
- Frequent: Bimanual Dexterity: Requiring the use of both hands.

### **Sensory**

- Continuous: Communication: Expressing or exchanging written/verbal/electronic information.
- Continuous: Auditory: Perceiving the variances of sounds, tones and pitches and able to focus on single source of auditory information
- Continuous: Vision: Clarity of near vision at 20 inches or less and far vision at 20 feet or more with depth perception, peripheral vision, color vision.
- Continuous: Smell: Ability to detect and identify odors.

### **Environmental Conditions**

- Occasional: Chemicals and Gasses: Medications, cleaning chemicals, oxygen, other medical gases used in work area.

Job Professional and Managerial

Primary Location TN-Nashville-Vanderbilt Hospital (VUH)

Organization Allied Health 201360

**VANDERBILT**  **UNIVERSITY**

**MEDICAL CENTER**

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(<mailto:hr@vumc.org>)

TN (<http://hr.mc.vanderbilt.edu/intranet/>)

Vanderbilt University Medical Center is committed to principles of equal opportunity and affirmative action.