CLASSIFIED RECRUITMENT ANNOUNCEMENT
Program Coordinator, Student Financial Assistance

Reports to: Associate Director, Conditional Workforce Programs
Division: **Student Financial Assistance**
Classification: Classified
Salary: **$30,762.00 - $40,704.00 Annually**
Closes: **August 24, 2015**

Agency Profile

The Washington Student Achievement Council (WSAC) links the work of the secondary schools, higher education, and state education agencies to achieve the mission of improving educational outcomes for students at all levels. Supported by a cabinet-level state agency, the Council proposes improvements and innovations needed to adapt the state's educational institutions to evolving needs, and advocates for increased financial support and civic commitment for public education in recognition of the economic, social, and civic benefits it provides. The agency also conducts research and analysis, protects education consumers, manages the Guaranteed Education Tuition (GET) college savings program, and administers state and federal financial aid programs.

About the Division

The Student Financial Assistance (SFA) division is responsible for policy and operations related to state student financial aid. The division manages need-based grant and work study programs, merit and conditional scholarships, competitive grant programs, student loans, and other activities.

About the Position

With general direction, the Program Coordinator completes a wide range of duties in an accurate and timely manner. The position works as part of the team to coordinate the daily operations of the different programs, monitor program activities to maintain consistency with program goals, and perform specialized technical and clerical duties.

The position applies program rules and regulations, exercises independent judgment in interpreting and applying program rules and regulations to routine but critical components of the mechanics of the conditional workforce programs and accounts receivables.

This is a full-time, classified position eligible for benefits, leave and retirement. The Program Coordinator will provide support for the Conditional Workforce programs and the Accounts Receivables programs.

Work Activities:

- Apply and interpret program rules and regulations to process and verify appropriate paperwork for all Conditional Workforce programs and Accounts Receivables
- Review service contracts for completeness, following up with participants as necessary
- Monitor program email inboxes and toll-free lines, responding to inquiries, requests and following up as necessary

- Maintain and update Program Coordinator Conditional Workforce desk manual with instructions for completing tasks performed by this position
- Using agency portal and imaging systems, billing agency interface (SAL), state financial systems (AFRS), Access databases, Excel spreadsheets, etc to perform program verification processes, update systems, monitor and track participants.
- Maintain electronic filing of documents in Laserfiche.
- Provide assistance to the Conditional Workforce and Accounts Receivable staff to produce batch letters
- Assist with payments for the Conditional Workforce programs
- Respond to requests for forms and publications.
- Other SFA projects as assigned.

Required Education and Experience

- Associate's degree and two years of experience in Administrative Support, or equivalent education(i.e. courses in accounting, office administration, customer service) and four years of Administrative support
- Intermediate level proficiency and accuracy using Access; high level proficiency and accuracy using Excel, Word, and Outlook
- Ability to multi-task, interpret rules, policies and procedures and communicate in a concise comprehensive manner
- Two years of communication experience with external stakeholders demonstrating excellent written and oral communication skills.
- Experience working in a team environment
- Experience providing detailed information and instructions to internal and external stakeholders, providing prompt, courteous and non-bureaucratic responses to a diverse audience
- Experience entering data accurately and timely

Preferred

- Bachelor's degree in accounting, public administration, business administration or closely related field
- Experience with basic accounting principles and standards
- Experience working with financial aid or scholarship programs

Essential Functions:

- Detail oriented and well-organized, with the ability to independently prioritize assignments/tasks in the most appropriate manner
- Clearly and effectively communicates, both verbally and in writing, with individuals and groups within and outside of the agency.
- Accepts personal responsibility for the quality and timeliness of their work. Can be relied upon to achieve excellent results with little need for oversight
- Builds and maintains internal and external customer satisfaction with the products and services offered by the organization
- Earns the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness, and professionalism in all interactions

Application Procedures

WASHINGTON STUDENT ACHIEVEMENT COUNCIL

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To apply for this position you MUST find this position and complete your profile at www.careers.wa.gov. Attach the following to your profile before completing the online application:

1. A cover letter describing how you meet the required and desirable education and experience of this position.
2. A current resume.
3. Names and phone numbers of three professional references.
4. The completed supplemental questions.

Please note: *The quality and completeness of the required application materials will be considered in determining whether candidates will move to the next phase of the screening process. Generic cover letters will be considered non-responsive and may eliminate you from further consideration. You should keep a copy of your application for your files.*

QUESTIONS?

For questions about this recruitment contact Alisha Rollins at AlishaR@wsac.wa.gov, or you may call (360) 753-7857.

The Washington Student Achievement Council is an equal opportunity/ affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please call (360)753-7802 as early as possible regarding any assistance you may require.