

## **CLASSIFIED RECRUITMENT ANNOUNCEMENT**

### **Program Coordinator, Student Financial Aid**

**Reports to:** Program Associate, Student Financial Aid  
**Division:** **Student Financial Aid**  
**Classification:** Classified  
**Salary:** \$29,784 - \$38,556  
**Closes:** December 5, 2014 at 5:00 pm

### **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 Aid (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 exercises independent judgment in interpreting and applying program rules and regulations to institutions, employers, and students in regards to the State Work Study (SWS) program. This position is responsible for timely reimbursements for employers and cash requests for public institutions. This position also assists the SFA Program Associate with administrative tasks linked to divisional budgets, internal controls, and contracts.

### **Work Activities:**

- Apply and interpret program rules and regulations to process and verify SWS time sheets (paper and electronic) from private institutions.
- Review and process public institution SWS cash requests and employer reimbursements on a weekly basis.
- Review SWS contracts and job descriptions for completeness, following up with employers and/or institutions as necessary.
- Enter approved SWS contracts and job descriptions into the agency's portal and notify employers and institutions of approval.
- Process SWS Employer Information Change Requests as they are submitted.
- Monitor internal SWS student employee awards and time sheets. Provide training to internal SWS student employee supervisors as necessary.
- Assist the SFA Program Associate with fund management.
- Lead the annual SWS employer renewal process, to include collaboration with the IT department, mailing renewal materials and timely responses to employer and institution questions.

- On an annual basis, determine which files meet retention; follow Records Center guidelines for sending files to the Records Center, including creating an inventory list of the files to be sent, boxing the files up, and placing labels/barcodes on the boxes. Work with the agency's retention specialist to ensure the guidelines were followed and to schedule the boxes to be picked up. Ensure electronic files (Laserfiche) are following the retention schedule.
- Annually review SWS documents and webpages for updates and work with Communications team.
- Maintain an up-to-date desk manual with instructions on completing the tasks of this position.
- Maintain electronic filing of documents in Laserfiche.
- Respond to requests for forms and publications.
- Assist with SWS mailings and filing.
- Monitor program email inbox and phone lines, responding to inquiries and requests, and follow-up as necessary.
- Using agency portal and imaging systems, AFRS (state financial system), Access database, Excel spreadsheets, etc. perform program verification processes, update systems, monitor and track participants.
- Provide administrative assistance to the SFA Program Associate on divisional budgets, internal controls, and contracts.
- Other SFA duties as assigned.

### **Required Education and Experience**

- Associate's degree in accounting, public administration, business administration or closely related field or 15 credits in accounting related coursework.
- Two years of experience working at a paraprofessional level in an office environment demonstrating the ability to produce accurate work and close attention to detail.
- 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.
- Experience entering data accurately.
- Superior skills in MS Office programs with emphasis on Word, Excel, and Outlook.

### **Preferred**

- Bachelor's degree in accounting, public administration, business administration or closely related field.
- Experience in a financial aid position.
- Experience working with fund management and data spreadsheets.
- Broad understanding of financial aid policy, procedures, and programs.
- Experience with basic accounting principles and standards.

### **Essential Functions:**

- Responsibly and accurately handle the public's money when processing financial transactions or committing fiscal resources.

- 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**

To apply for this position you MUST find this position and complete your profile at [www.careers.wa.gov](http://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](mailto: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.*