

Job Description

Job Title:	Coordinator, Graduate Financial Aid & Awards
Department:	Graduate Studies Office
Reports To:	Assistant Director, Graduate Financial Aid & Awards
Jobs Reporting:	N/A
Salary Grade:	USG 8
Effective Date:	March 15, 2017

Primary Purpose

The Coordinator, Graduate Financial Aid and Awards is responsible for the administration of internal and external scholarship competitions and award programs requiring department, Faculty and/or University evaluation and adjudication. S/he manages the submission of scholarship decisions or applications on behalf of the University to external agencies as appropriate and provides award results and statistics to Departments, Faculties and senior administration. The Coordinator is responsible for the administration of needs-based awards funded from endowments, trusts and operating funds and is the back-up to the Manager, Graduate Financial Aid & Awards for the review and assessment of bursaries. The Coordinator is required to counsel current and prospective graduate students and is a resource to department staff and faculty members with regards to eligibility criteria for scholarship competitions and on the interpretation and implementation of internal and external application policies and guidelines.

The Coordinator also works with members of Information Systems & Technology in reviewing current award processes and explores electronic methods of efficiencies to improve the experience for students, staff and faculty reviewers.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Management of Internal Graduate Awards and Scholarships

- Responsible for the administration of internal awards and scholarships including the dissemination and advertising of application instructions to current students, department staff, faculty members and senior administration
- Responsible for advising students, staff and faculty on eligibility requirements of awards
- Responsible for review and submission of applications to appropriate committees for adjudication as appropriate
- Responsible for assessment of needs-based awards based on budget information provided in applications
- Responsible for communication of results of decisions made to appropriate stakeholders
- Responsible for updates and provision of statistics to senior administration in order to support future planning and decision making

Management of External Graduate Awards and Scholarships

- Responsible for the administration of external awards and scholarships including the dissemination of funding regulations and application instructions regarding both internal and external processes to current and prospective students, department staff, faculty members and senior administration and transcript processing and evaluation
- Responsible for advising current and prospective students, staff and faculty on eligibility requirements of awards to ensure adherence to external award regulations and guidelines
- Liaison with external agency contacts with regards to clarification of regulations, providing feedback and submission of results/applications as appropriate for further adjudication or reporting

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- Responsible for updates and provision of statistics to senior administration in order to support future planning and decision making

Management of Awards Content on Graduate Studies Office Website and Liaison with Communications Team

- Responsible for ensuring awards content regarding internal and external award competitions is up-to-date on appropriate Graduate Studies Office web pages
- Works with Communications team in GSO to ensure compliance with website standards
- Manages content in Awards Database and works with IST and GSO Communications team to ensure database is functional and user-friendly
- Submission of e-news items to Communications team in order to advertise upcoming deadlines for internal and external award competitions

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- University bachelor's degree

Experience

- 5+ years in university environment. Comprehensive knowledge of the university and graduate studies environment is required. Experience managing graduate scholarships is preferred and is a strong asset.

Knowledge/Skills/Abilities

- Knowledge of university policies and graduate studies regulations and practices related to graduate financial aid and award programs is strongly preferred
- Intermediate to advanced skills with Microsoft Office is required – Excel, Word, PowerPoint, Outlook
- Knowledge and experience with financial aid in PeopleSoft Campus Solutions is required
- Knowledge and experience with document retrieval in Hyland OnBase Document Management is preferred
- Proven experience with regards to accuracy and attention to detail is essential
- Aptitude for and experience with conducting research and analyzing data
- Strong work ethic and ability to independently accomplish tasks in a timely manner; this position is very much deadline driven and adherence to timelines and deadlines is imperative
- Ability to multi-task with competing priorities and manage large programs with significant workload and responsibilities
- Excellent written and verbal communication skills are essential; participation in workshops and presenting in front of large audiences is required.
- Proven interpersonal skills and willingness to participate in and collaborate with others in academic and administrative units
- The incumbent must demonstrate a professional demeanour regarding the interaction with students, staff and faculty on confidential and sensitive matters.

Nature and Scope

- **Contacts:** The Coordinator, Graduate Financial Aid & Awards interacts directly with all members of the Graduate Studies Office awards team; Associate Provost and Associate Dean, Graduate Studies; Associate Deans, Graduate Studies; members of other functional areas of the Graduate Studies Office including Admissions, Records, Systems, Communications; and other staff across campus. The incumbent participates as a staff resource in scholarship committee selection meetings and at Graduate Operations Committee meetings as appropriate. S/he acts as a resource and provides direction within the Graduate Studies Office and to department/Faculty administrators. Using a patient and collaborative approach, the incumbent must communicate awards procedures and administrative instructions to students, staff and faculty members in order to achieve a high level of accuracy and understanding. The Coordinator is a liaison with external agencies for the award programs under his/her management.
- **Level of Responsibility:** The Coordinator, Graduate Financial Aid & Awards has no direct reports but is responsible for the coaching/training of staff within the awards area of the Graduate Studies Office, departments

and Faculties who manage scholarship programs as well as providing advice to the Associate Provost and Associate Dean, Graduate Studies and to the Associate Deans, Graduate Studies for planning and decision making. The incumbent is responsible for ensuring that set guidelines and eligibility criteria are met in the review and adjudication of award competitions and needs-based awards.

- **Decision-Making Authority:** The Coordinator, Graduate Financial Aid & Awards makes financial decisions on needs-based awards funded through endowments and trusts as well as acts as a back-up to the Manager, Graduate Financial Aid & Awards for bursary assessments. The incumbent works closely with the Associate Provost and Associate Dean, Graduate Studies in determining allocations of awards to departments/Faculties as appropriate and to any significant changes to administrative procedures for major competitions.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Concentrated attention to detail is required in an office environment with competing priorities. The incumbent must be able to manage concurrent assignments and prioritize workloads in order to meet deadlines. Adherence to timelines and deadlines is imperative.
- **Working Environment:** Travel: minimal; Working Hours: regular working hours, some occasional overtime during peak periods may be required; Physical and Sensory Demands: extensive sitting, concentrated and attentive use of one or more senses, dealing with interruptions.