



Coordinator of Student Loans

Full-Time, Contract

Eastern Gateway Community College is now accepting applications for the Coordinator of Student Loans position. This position will be based at our main campus, located in Jefferson County. The Coordinator of Student Loans reports directly to the Director of Financial Services. Under direct, and indirect, supervision this position is responsible for all aspects of managing the Federal Direct Stafford Loan program, which includes counseling and advising students and parents on the Financial Aid process and all aspects of the Federal Direct Stafford Loan and alternative student loans in addition to the other Title IV programs (Pell, FWS, FSEOG). This position is required to maintain a high level of knowledge regarding Financial Aid programs, processes, regulations, and perform functions related to the functional and technical aspects of financial aid. In addition, this position may be responsible for supervising hourly staff at various EGCC sites.

Salary Range: \$38,295 - \$57,367

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administer and coordinate the loan programs offered by Student Financial Services such as the Federal Direct Stafford Loan program and also alternative loans and also maintain knowledge about grants and scholarships offered.
- Maintain in-depth knowledge of loan eligibility and processing requirements; including loan limits, reallocation process, disbursement requirements, deferment/forbearance processes, and default prevention.
- Determine student's eligibility for Direct Loan programs and also alternative loans. Responsible for loan certification, disbursement, resolving discrepancies to ensure program compliance in accordance with Title IV regulations.
- Monitors and reviews student accounts who have received a loan, resolving conflicts and over awards.
- Counsel and advise students on the student aid application process, requirements for eligibility, process for change in financial circumstances, academic progress

requirements and procedures for appealing, and other information related to student scholarships, grants, work and loans.

- Serves as a liaison between loan servicers, private and alternative loan lenders, Common Origination and Disbursement (COD), and National Student Loan Data System (NSLDS). Work directly with COD to troubleshoot and correct all rejected Direct Loan records electronically transmitted to ensure Federal compliance.
- Assists in implementing the Default Prevention plan and Default Management. Communicating with students who are delinquent on student loans on a monthly basis.
- Conducts Entrance counseling to students who are recipients of the Direct Loan, schedules and conducts Graduate EXIT counseling each semester at EGCC sites.
- Responsible for the reconciliation of Direct Loan disbursements between the Business Office (PowerCampus), Financial Services office (PowerFaid), and COD on a monthly basis.
- Assist the Director of Financial Services with reviewing Satisfactory Academic Progress as well as completing the Return of Title IV Funding process each semester.
- Assist the Director of Financial Services with Gainful Employment process to ensure federal compliance. Work directly with the Director of Financial Services and the Registrar to report correct data to COD and NSLDS.
- Responsible for, along with the Financial Services staff, greeting and counseling students and parents on a walk-in basis as well as via email or telephone. Review Financial Aid application materials including FAFSA, parent and student information, tax documentation, and other required documentation for the verification process.
- Assist and coordinate Financial Aid nights at high schools, College Goal Sunday, and student orientations.
- Assist the Director and Associate Director of Financial Services in various aspects of developing policy and procedures relevant to Financial Aid and Direct Loans.
- Communicate to other Student Financial Services employees and supply proper informational materials about updates regarding student loans.
- Gather, compile and analyze information for reports pertinent to Financial Aid for statistical analysis. Meet established reporting requirements and prepare/deliver other reports as necessary.
- Position requires travel to other EGCC campuses.
- Attend conferences and seminars regarding Financial Aid.

EDUCATION AND EXPERIENCE:

- Minimum of a Bachelor degree in Business, Accounting, or Related Field required, financial aid experience a plus.
- CANNOT BE IN DEFAULT ON ANY FEDERAL STUDENT LOANS.
- There will be a check of NSLDS before the position will be offered. Applicant must agree to NSLDS screening.

SKILLS AND ABILITIES:

- Must possess strong computer skills, specifically in MS Word, MS Excel, and internet.
- Familiarity with PowerFacts software is a plus, along with COD (Common Origination and Disbursement), NSLDS (National Student Loan Data System), and PowerCampus knowledge.
- Knowledge about the student aid application process, Title IV programs, and loan programs.
- Self-motivated and ability to exercise judgement and discretion.
- Ability to interpret and explain regulations and policies to a diverse audience.
- Skills in researching regulatory information and resolving complex questions.
- Ability to defuse difficult, angry, or emotional situations with students and/or parents.
- Ability to prioritize and manage a large work load.
- Ability to work independently.
- Ability to effectively communicate in oral or written form.

Resumes and the names, addresses and telephone numbers of at least three professional references should be sent to:

**Administrative Services
Eastern Gateway Community College
4000 Sunset Blvd.
Steubenville, OH 43952**

*Internal applicants should include an Employee ID number in their letter of intent.

Applications will be accepted until this position is filled.

Eastern Gateway Community College does not discriminate on the basis of race, color, religion, ancestry, national origin, sex, age, disability, veteran status, military status, gender identity or expression, genetic information, or sexual orientation. The College will promote equal opportunities to all employees, applicants for employment, students, and student applicants for admission to the College through a positive and continuing affirmative action program. Eastern Gateway Community College will fully comply with all federal, state, and local laws and regulations to guarantee equal opportunities. All contractors of this College will comply with existing federal and state regulations concerning equal employment opportunities and affirmative action. Eastern Gateway Community College is an equal opportunity institution.