

Job Description

Position Title: Coordinator, Outreach and Scholarship Database Operations

Job Family: Financial Aid and Scholarships

Job Type: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The Outreach and Scholarship Database Operations Coordinator is responsible for the coordination of operations of all outreach programs and scholarship database management and implementation. The Outreach and Scholarship Database Operations Coordinator also evaluates policies and procedures related to outreach practices for financial aid and scholarships. The Outreach and Scholarship Database Operations Coordinator coordinates scholarship application setup and management, scholarship data file and maintenance of the scholarship database system. Provides outreach, customer service to students, faculty, administration, and the greater Pima community. The position requires decision making autonomy, independent research of local, state, federal and college regulations to ensure all programs are administered within compliance.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages college, state and federal regulations in areas of scholarships and Title IV (Federal Student Aid) program requirements, awarding, disbursing, recalculation and reconciliation of student and program accounts.
2. Plans and manages assigned outreach programs and activities within Pima Community College to provide community members of Pima County with educational information about scholarships and financial aid through early awareness and outreach efforts.
3. Supports students with concerns, scholarship and financial aid application and eligibility assistance, and orientation to the Pima scholarship program.
4. Assists with the development, planning, implementation and evaluation of program objectives and goals of the department.
5. Collaborates with other departments, such as Foundation, Recruitment, Dual Enrollment, TRiO and other external agencies and school districts, and serves as representative for internal and external committees, students' outreach. Coordinates with counterparts and other staff to ensure consistency of outreach programs district wide.
6. Supervises internal and external outreach operations for financial aid and scholarships across the college district.
7. Researches best practices, develops, and implements communication strategies, marketing campaigns for outreach programs to foster early awareness, retention and completion.
8. Acts as the primary point of contact for students, staff and external donors to respond to inquiries, promotes problem solving solutions and provides guidance and training regarding scholarship and financial aid practices, procedures, outcomes.

9. Provides outreach, customer service to students, faculty, administration, and the greater Pima community.
10. Organizes and is responsible for creating and monitoring communication with students, staff, and external agencies and school districts within Pima county.
11. Assists students with facilitation of FAFSA application and completion, scholarship application, understanding college requirements and academic progress.
12. Develops and presents materials used for student outreach and early awareness related to Title IV compliance requirements, scholarship requirements, financial aid and scholarship outreach, employee training to faculty, staff, students, businesses, agencies, local schools and the greater Pima community.
13. Oversees student eligibility requirements for renewal of scholarships.
14. Manages and supervises part-time staff.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of related regulatory compliance principles and practices
2. Knowledge and application of interviewing and investigative methods and procedures
3. Knowledge of administrative procedures and practices
4. Knowledge of business management and fiscal practices
5. Knowledge and application of organizational and time management principles.
6. Skill in analyzing data and drawing conclusions
7. Skill in effective communication (both written and oral)
8. Skill in problem solving
9. Skill in positive, productive, and flexible customer service
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to apply effective and accurate data entry and typing skills
12. Ability to apply effective written and verbal communication skills

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below:

- Bachelor's degree in related field of study required.
- One (1) to Three (3) years of related experience in Title IV, Scholarship, or Grant Administration or related field required.
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- Three (3) to Five (3) years of related experience in Title IV, Scholarship, or Grant Administration or related field preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check required.
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.