



Financial Services Account Coordinator

Full Time / Bi-Weekly / Non-Exempt

REPORTS TO

AVP of Financial Services and/or his/her designee

DEPARTMENT

Financial Services (A combination of Financial Aid and Business Office functions)

EFFECTIVE DATE:

October 2021

JOB SUMMARY

The financial services account coordinator evaluates financial needs of students from a variety of sources including documentation of financial status and personal interviews and counsels students regarding financial aid eligibility according to government and institutional regulations and guidelines. Likewise, the account coordinator keeps students and families accountable to the payment arrangements they have made with the university.

RESPONSIBILITIES

Essential Functions:

- Counsels and advises students regarding the following aspects of financial aid, individualizing information to the particular needs and situation of the student.
- Keeps students and families accountable to the payment arrangements they have made with the university.
- Collects and/or analyzes financial data on students to determine aid eligibility and make awards within federal, state, donor and/or institutional guidelines.
- Evaluates unusual/mitigating circumstance documentation or information provided by the student; exercises judgment by making adjustment or revisions to costs, contribution, need or dependency status as exceptions to the prescribed process.
- Assists in the preparation of and presents information regarding federal financial aid, scholarships, employment and grants for various campus groups, high school students and parents at various meetings.
- Analyzes various system generated reports such as grades and enrollment status or award status to verify continued compliance and eligibility of students receiving aid under federal and institutional guidelines; notifies students of changes in eligibility of awards and alternatives to amend the situation.
- Interfaces with students and lenders, employers, donors, guarantee agencies and/or staff to resolve issues.
- Connect and provide timely follow-up with students, families, and colleagues.



- Maintain regular office hours, unless otherwise arranged with the area supervisor.
- Meet all awarding goals laid out by the supervisor
- Speaking in public to large and small groups
- Ability to cross train and learn both Traditional & PGS (Professional & Graduate Studies) financial aid and be used where needed depending on office needs at the time.
- Additional duties as assigned

Required Qualifications:

- Southern Nazarene University is an expression of the Church of the Nazarene. According to SNU policy, all faculty and staff must possess a strong personal Christian commitment and be committed to the SNU mission to make Christlike disciples through higher education in a Christ centered community.
- An understanding of the importance for diversity, inclusion, and equity.
- Ability to have fun and be a team player.
- Possess strong verbal and written communication skills including a pleasing telephone presence.
- Ability to prioritize multiple demands in fast-paced work environment.
- Excellent interpersonal, problem solving, and customer service skills.
- Self-starter with good time management skills.
- Ability to work under pressure and meet deadlines.
- Ability to work independently.
- Ability to provide quality customer service.
- A working knowledge of related computer technology.
- Organizational skills.

Preferred Qualifications:

(Note: If you meet the qualifications above but do not meet all of the qualifications below, but are willing to receive training and are a quick learner, we would welcome your application)

- Financial aid awarding experience.
- Account coordination experience.
- Bachelor's degree.
- Higher education experience.
- Experience with Laserfiche document imaging software.
- Experience with Ellucian's Colleague ERP software.
- Experience with Ellucian's Recruit CRM software.
- Minimum of two years of related work experience and/or relevant training.

Supervision Received:

- Receives supervision and work assignments from a designated supervisor, although other staff members in the unit may provide work direction.

Supervision Exercised:



- May be responsible for the coordination of work assignments for student employees.

Apply Online for this position at <https://snu.edu/employment/>

BENEFITS

Generous benefit structure including family health insurance plan (shared cost), long term disability, dental insurance, group life insurance, retirement matching, tuition remission, vacation, sick leave, personal days, and holidays.

Updated: August 17, 2020

SOUTHERN NAZARENE UNIVERSITY DIVERSITY STATEMENT

Southern Nazarene University values each person created in the image of God, therefore, we also desire to be a community that reflects representation of diversity. We care about inclusion and equity through the refining of our character, the way we create culture and the way we serve Christ. Our University values reconciliation through God's love.

SOUTHERN NAZARENE UNIVERSITY NON-DISCRIMINATION/EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Non-Discrimination/Equal Employment Opportunity Statement: Southern Nazarene University policy prohibits discrimination on the basis of race, sex, age, color, creed, national or ethnic origin, marital status, disability, genetic information, veterans status or any other legally protected class in the recruitment and admission of students, in all personnel actions or decisions including, but not necessarily limited to, recruitment, hiring, training, upgrading, promotion, demotion, termination and salary, and in the operation of all university programs, activities, and services. Any concerns regarding discrimination on the basis of categories listed above should be addressed to the appropriate person:

Students contact:

Dean of Students
Southern Nazarene University
Office of Student Life
6612 NW 42nd St.
Webster Commons, Lower Level Suite 110A
Bethany, OK 73008
405-491-6336/ Email: kbradley@snu.edu

Employees contact:

Director of Human Resources (or immediate supervisor)
Southern Nazarene University
6729 NW Expressway
Bresee Hall, Room 306



Bethany, OK 73008
405-491-6333/ Email: gcollier@snu.edu

Chief Diversity Officer

Vice-President for Intercultural Learning and Engagement
Southern Nazarene University
6729 NW 39th Expressway
Bresee Suite 200
Bethany, OK 73008
405-491-6600/ Email: lcrouso@mail.snu.edu

Anyone with questions or concerns regarding sex discrimination or the university's compliance with Title IX can contact the university's Title IX Coordinator:

Executive Vice President

Southern Nazarene University
6729 NW Expressway
Bresee Suite 202
Bethany, OK 73008
[405-491-6306](tel:405-491-6306)/ Email: mredwine@snu.edu

TITLE IX DISCLOSURE

Regardless of other language in this policy notwithstanding, Sexual Harassment (including Sexual Assault, Domestic Violence, Dating Violence, and Stalking), as defined in the Sexual Harassment Policy, will be governed exclusively by the Sexual Harassment Policy and processes provided in it. All other forms of sex-based discrimination are governed by this policy, including sex-based Harassment, as defined in this policy, that does not rise to the level of Sexual Harassment as defined in the Sexual Harassment Policy.

Conduct that is initially raised through a formal complaint under the Sexual Harassment Policy may also be addressed under this policy, in the institution's discretion, when: (i) the conduct, or some part of it, may amount to a violation of this policy regardless of whether it meets the definition of Sexual Harassment under the Sexual Harassment Policy; (ii) the formal complaint, or some part of it, has been dismissed under the Sexual Harassment Policy; or (iii) a final determination of a formal complaint has been made under the Sexual Harassment Policy and separate or additional action may be necessary to enforce this policy.

Discrimination is material, adverse treatment of an individual based on a protected category. Harassment consists of unwelcome conduct on the basis of a Protected Category that explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. A person's subjective belief that behavior is intimidating, hostile, or offensive does not make that behavior harassment. The behavior must create a hostile environment from both a subjective and objective perspective and must be so severe, persistent, or pervasive that it unreasonably interferes with, limits, or deprives a member of the community of the ability to participate in or to receive benefits, services, or opportunities from the university's education or employment programs and/or activities. In determining whether a hostile environment exists, the university



examines the context, nature, scope, frequency, duration, and location of incidents, as well as the relationships of the persons involved.

- Non-sex-based VAWA crimes.

Note that, when addressing domestic violence, dating violence, and stalking that are not sex-based (i.e., that are not covered by the university's revised Sexual Harassment policy), the university will need to provide VAWA protections to the parties.

Under Title IX of the Education Amendments of 1972, Southern Nazarene University prohibits all unlawful discrimination on the basis of sex or gender in its educational programs and activities, except where the University has been granted exemptions from certain Title IX regulations on religious grounds, including the specific religious tenet of the University.

No individual will be subject to any form of retaliation, discipline, or other adverse action for reporting conduct in violation of the university's nondiscrimination/Equal Employment Opportunity Statement, assisting/cooperating in making a complaint, or assisting with the investigation of a complaint. Any individual who believes they have experienced or witnessed retaliation should immediately notify the appropriate member(s) of the administration as identified above. Those found to be engaging in any type of discrimination in violation of law or university policy will be subject to disciplinary action, up to and including dismissal or termination of employment.

*Christian faith and employment at Southern Nazarene University: Southern Nazarene University is an expression of the Church of the Nazarene. It reserves the right to prefer employees on the basis of religion (Title VII, Section 702-703, U.S. Civil Rights Act of 1964).