



Job Title	Student Financial Aid Assistant
PVN ID	VB-1712-002247
Category	Clerical/Office Services
Location	OFFICE OF SR VC-BUDGET , FINANCE & FISCAL POLICY
Department	Student Financial Aid Operational Depart
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Feb 01, 2018 (Or Until Filled)

General Description

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The Student Financial Aid Operations Department has one position available in its fast-paced environment. The position supports PeopleSoft and legacy systems processing for centralized financial aid disbursements, support electronic refunding program, analyze and manage refund methods and related bank activities. The position will assist in the day-to-day operations of the department. Duties include ensuring quality customer service to the 24 colleges, and compliance with federal, state, city and institutional guidelines, policies and procedures.

Other Duties

- Assist in coordinating weekly financial aid disbursement post to student accounts;
- Coordinate student refund related activities across CUNYfirst modules including coordination with the colleges, various administrative and technical staff in the Office of the University Controller, Computer Information Services and the Office of Student Financial Assistance;
- Coordinate electronic refunding activities for direct deposit and stored-valued debit card programs; act as the liaison with the colleges, vendors and financial institutions for electronic refunds; manage the electronic refunds processing, review rejections and update PeopleSoft and legacy modules;
- Process undelivered refunds and returned checks issued from PeopleSoft and legacy systems and update various PeopleSoft modules; review daily bank files, review for accurate updates to PeopleSoft modules;
- Assist in coordinating Form 1098-T Tuition Statement processes with colleges, IRS, and students;
- Central Office liaison for Form 1098-T student inquiries;
- Review Federal, State, City and other regulations to ensure compliance;
- Identify and communicate issues to appropriate technical staff;
- Assist in the preparation of various management reports; review and analyze queries and reports;

- Develop, write, and update procedure manuals and other documentation;
- Assist in communications to the colleges;
- Assist in analyzing and testing upgrades and modifications to CUNYfirst modules;
- Troubleshoot and help resolve processing problems;
- Attend various committee meetings and communicate relevant information;
- Perform other job-related duties as assigned.

Qualifications

Salary: commensurate with experience

Core Competencies/Qualifications:

Minimum Qualifications:

Bachelor's degree required. 1 year of work experience or equivalent.

Must demonstrate sufficient skills to perform the duties of the assigned tasks.

Other Qualifications:

- Work experience desired, preferably in a financial aid, Bursar, or student services environment
- Proficient in Microsoft Office applications
- Detail-oriented, with strong analytical, technical, and research skills
- Effective verbal, written and interpersonal communication skills
- Strong organizational skills with the ability to establish plans, manage a large workload and multiple assignments with conflicting priorities and meet strict deadlines in a fast-paced office
- Ability to take initiative when necessary and willingness to learn
- PeopleSoft experience is a plus