

THE CATHOLIC UNIVERSITY OF AMERICA

Outreach Coordinator (full-time, 35 hours/week)
Student Financial Assistance
Position 101781

Position Summary: The Office of Student Financial Assistance (OSFA) is also responsible for counseling students and parents on their options for making a CUA education affordable and for aiding in the university's recruitment and retention efforts. The incumbent is responsible for delivery of financial aid related information to prospective and current students and families; primarily focused on all external communication efforts of the office.

Responsible for the creation, evaluation, and maintenance of an effective financial aid communication plan. She/he ensures that the information provided to students is accurate, of high quality, and is in compliance with Federal, State and university policies and regulations. Will coordinate all office communications efforts with students/families; inclusive of phone, e-mail, and in-office traffic. Develop and coordinate all office outreach activities. Counsel students/families on the availability and types of financial aid, eligibility, application procedures, the aid delivery process, cost and the requirements necessary to insure that financial aid funds are disbursed. Work with the Office of Student Financial Assistance team to meet objectives and to achieve long-range goals within the (OSFA) budget. Prepare reports and assists with data entry/processing as necessary.

Essential Responsibilities Include: Advises and counsels undergraduate and graduate students/families on the availability and types of financial aid, eligibility, application procedures, the aid delivery process, cost and the requirements necessary to insure that financial aid funds are transferred to student accounts. Answers financial aid questions, inquiries or requests from students, parents, or guardians in person or in writing. Manages and ensures high quality customer service of the office reception area. Responsible for sending high quality, accurate and timely mass communications related to the administration of financial aid to students/families. Leads the review and development of all office communications to students via paper or electronic means, and telephone service coordination. Reviews existing communications related policies and procedures to assure compliance with relevant regulations and when appropriate proposes recommendations for policy changes and procedural improvements. Develops and performs audience customized financial aid presentations, including aid overviews, financial literacy, and debt management.

Minimum Qualifications: A Bachelor's Degree with at least one (1) year experience with university financial aid or significant experience working in college admissions, bursar, or business office. Demonstrated experience with communicating financial aid information preferred. Working knowledge of Microsoft Word applications (Outlook, Word, Excel, and PowerPoint). Working knowledge of Title IV regulations, understanding of federal financial aid needs analysis preferred. Experience using PeopleSoft (or similar student information system) is required. Experience with Adobe Pro and html editing language is preferred. Excellent verbal, written, organizational and project management skills. Public speaking skills are required. Ability to identify and manage multiple priorities required. A strong commitment to customer service and ability to work effectively in a customer service role. Experience interfacing with clients and customers at varying levels and handling sensitive issues. Ability to consistently employ effective telephone communication skills and etiquette. Ability to individualize information to the particular needs and situation of the student/parent. Positive, proactive, highly motivated, flexible. Able to work as a team member and work across many teams Ability to provide ongoing functional support and planning for areas of responsibility; analyze and correct problems. Ability to translate technical financial aid concepts into non-technical terms.

How to apply: forward application, resume, and cover letter with salary requirements (**salary expectations are considered part of application process**): CUARecruitment@cua.edu. Reference position 101781 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission.** Position open till filled.

The Catholic University of America
Human Resources, 170 Leahy Hall
620 Michigan Ave, NE
Washington, DC 20064; Fax: (202) 319-5802