



Financial Aid Operations Coordinator – Inceptia

Inceptia, a division of National Student Loan Program (NSLP), is seeking a **Financial Aid Operations Coordinator**. This position is responsible for the loading of ISIR files, coordination of reporting, completing the verification process for partner schools, and conducting quality control checks on completed verifications.

The standard hours for this position are an 8 hour shift between 8:00 a.m. – 8:30 p.m., Monday – Friday.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Daily load of ISIR files for partner schools.
- Maintain Financial Aid Operations reporting including, but not limited to, phone volume and quality control statistics.
- Verification
 - Review and compare FAFSA information to information provided in the verification process.
 - Apply logic and judgment (reasoning) when determining if an account is accurate, if conflicting information exists and needs clarification, or if a correction to the FAFSA is necessary.
- Review of Professional Judgment appeals for partner schools
- Conduct quality control checks to ensure verification accuracy and completeness.
- Strong customer service skills – personable, professional, actively looking for ways to help people.
- Assisting in training, coaching, motivation and coordination of team to assure regulatory requirements are met.
- Ability to troubleshoot system issues within the verification process.
- Regular and dependable attendance is an essential function of this position.

Key Skills:

- Knowledge of the financial aid process, including verification preferred.
- Knowledge of FAA Access to CPS preferred
- Previous experience working in a financial aid office that offered Title IV programs preferred.
- Competent at all Microsoft Office software.
- Bilingual – Spanish, helpful.

EDUCATION AND/OR EXPERIENCE:

- High School Diploma or GED equivalent required; Associate's degree (A.A.) or Bachelor's Degree preferred.
- Knowledge of financial aid industry and familiarity with federal verification regulations preferred.
- Successful completion of a background investigation is required.

If you are interested in this exciting opportunity, please apply on-line on our ADP Workforce Now site by going to <https://goo.gl/QJ9r3i> or email your resume to hrd@fes.org. For more information, please visit www.Inceptia.org.

Equal Opportunity Employer

FES and Inceptia take affirmative action to insure that applicants with job related qualifications are employed and employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, intellectual disability, mental disability or physical disability.