

Support Job Position Description

Section I: Position information

Effective date	2026-04-28	☒ Update only	☐ Classification review
Position title	Student Financial Aid Liaison		
Position number	998818, 998643		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual		
Department	Office of the Registrar		
Reports to	Coordinator, Student Financial Aid		

Position summary

Briefly describe the main purpose(s) of the position.

- Consistent with the policies of the University and the objectives and priorities of the Office of the Registrar, the incumbent will provide efficient and effective service to prospective and established Student Financial Aid (SFA) students, as well as internal and external stakeholders.
- This position is critical for the enhancement and expansion of service to AU students and promoting student financial aid policies, procedures, and business practices.
- The incumbent will work to support a student service culture and contribute to the coordination of a high level of student service using integrated service options, which include telephone and email communication, to AU students accessing Government student financial aid programs and AU frontline service units.
- The incumbent will work with a high degree of autonomy and is expected to work with a high degree of confidentiality. The incumbent must be able to determine priorities and have excellent time management skills.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Student Support

- Host one to one specialized appointments with current and prospective students seeking full or part time funding that are tailored to their needs. Example: Accessibility service requirements, academic progress etc.
- Provide current, specialized in-depth information about student financial aid procedures to prospective and existing learners applying for Government student aid programs.

- Maintains the Student Specialist Liaison booking system.
- Assist students with interpretation of AU and Government regulations, policies, and requirements.
- Works closely with the Coordinator, Assistant Coordinator, Student Financial Aid Specialists, and other stakeholders to triage complex student situations that require a high degree of investigation.
- Assists with cases escalated by other areas Ombuds, AU Service Centre, Learner Support Services, Counselling Services, Accessibility Services.
- Provide support to SFA team member's onboarding new SFA students and throughout the student financial aid lifecycle.
- Identify potential enhancements to existing communication tools, processes, procedures, and policies that facilitate efficiency and effectiveness and further promote student selfservice.
- Refer students to various service areas such as Learner Support Services, Accessibility Services and/or Counselling Services when appropriate.
- Develops and maintains strong professional relationships with internal and external stakeholders that are necessary for success in the investigation and resolution of complex service issues.
- Assists with the development and review of communication tools and educational resources (templates, web content, Calendar content, workshops and educational sessions, etc.).
- Works closely with the Coordinator, Assistant Coordinator to create and host province and funding specific webinars.
- Responsible for creating, maintaining, and sending out monthly specialized student newsletters for first and second semester terms.
- Responsible for sending proactive differentiated messaging to financial aid students.
- Other duties as assigned

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

- This position requires an extensive knowledge of policies, procedures, services, and operations of multiple areas of the University. There will be frequent need to analyze and interpret regulations, and the ability to effectively communicate intricacies to internal stakeholders is essential.
- Requires an extensive knowledge of Provincial, Territorial and/or Federal government policies, procedures, services, and operations. There will be frequent need to analyze, interpret, and apply the regulations, and the ability to effectively communicate intricacies to new and established AU learners.
- Promoting the Financial Aid programs while maintaining the integrity of the various Provincial/Territorial Government and/or donor regulations and agreements is critical to ensure partner policies are not compromised and that learner's ability to obtain funding or awards is not negatively impacted.
- The nature of service provided and the expectations within the Unit require that a high degree of accuracy be maintained. This necessitates attention to a high level of detail.
- Must have excellent communication, time management and interpersonal skills, as well as the ability to work independently with minimal supervision.
- Able to maintain confidentiality, navigate sensitive issues and comply with POPA requirements.
- A significant number of complex decisions, covering a diversity of areas are required, regarding the treatment of data in accordance with the complex guidelines and procedures of the Office of the Registrar. A high degree of confidentiality is required in all aspects of this position.
- The quality of service in handling queries is extremely important to the effectiveness of the Department, the satisfaction of our students and the image of Athabasca University. Errors can substantially impact students and the image of the University.
- A significant tolerance of disruption and an ability to manage time and set priorities for a heavy workload is required due to the requirement to continually deal with changing procedures and new needs while balancing the pressure of increasing registration volumes and the unpredictability of student generated issues.
- Responsible for a high degree of organization of a variety of work daily to ensure efficient and timely processing of documents, and for the accuracy and completeness of this work.
- Ability to use multiple AU systems, such as Banner, Learning Management Systems.
- Ability to effectively use MS Office systems: Outlook apps, Excel, Word and/or PowerPoint.
- Ability to efficiently use multiple external Government systems and Financial Aid portals. Including National Student Loan Service Centre (NSLSC).

Work problems

- Effectively deals with students and prospective students who face financial barriers to post-secondary education with respect, diplomacy, and professionalism.
- Develop and maintain a complete understanding of Federal and Provincial Government financial assistance requirements and regulations.
- Provide current and accurate information and application assistance on financial aid policies and requirements for students and prospective students across Canada.
- Regularly accesses applicable Government online portals.
- Must keep current with all Office of the Registrar and University policies to assist or refer students and/or staff members appropriately.
- Must deal with a significant degree of uncertainty and variable conditions, including rapid changes in internal and external (provincial/territorial) processes and technology, as well as the incorporation of new information in day-to-day activities.
- Responsible for the organization of a wide variety of complex work on a daily, weekly, and monthly basis to ensure efficient and timely operations.
- Must demonstrate flexibility in managing frequent interruptions in a fast-paced environment with a heavy workload.
- Must have exceptional problem-solving skills, and knowledge of when to act independently or seek assistance from other staff and stakeholders.
- Must demonstrate accuracy and currency in maintaining student records.
- Understand the implications of and avoidance of errors regarding student records and advice.

Authority

- Responsible for self balancing of workload and prioritization of daily tasks, seeking direction from supervisor when required.
- Ability to anticipate student and departmental needs.
- Ability to make appropriate referrals to other AU staff or services, escalating cases when appropriate.
- View only access as required to various Government Financial Aid Specialist portals as necessary.
- Responsible for referring issues that may arise for financial aid applications to the appropriate Specialist.
 - The incumbent will have access to extremely confidential material and student information and is required to uphold the utmost degree of confidentiality. Always adhere to POPA requirements.

Contacts and communications

- Extensive contact with students and staff to explain and interpret Student Financial Aid related policy/procedures and to solve problems experienced in the delivery of these services to students.
- Frequent daily contact with other units within the Office of the Registrar and other University departments with respect to policies, procedures, and systems.
- Frequent contact with internal University stakeholders to review, promote and advocate for issues that have a direct effect on Student Awards & Financial Aid learners.
- Must remain consistently up to date on all Government regulations.
- Poor communication could have a significant detrimental impact on prospects, current students, and alumni as well as the University.

Confidentiality

The incumbent will have access to extremely confidential material in performing his/her duties and responsibilities. The incumbent is required to uphold the utmost degree of confidentiality and to conform to the regulations and guidelines as outlined in **The Athabasca University Policy Regarding the Collection, Dissemination and Confidentiality of Information Regarding Athabasca University Students** (as amended from time to time). Failure to comply with this policy may result in disciplinary action up to and including discharge.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- A post-secondary diploma or degree in a related field (e.g. Adult Education, Management, Administration, Education, Leadership, Communications) is preferred.
- Minimum of 2 years customer service in a post secondary environment is required.
- Equivalent combination of related education and experience will be considered.
- Excellent interpersonal skills.

- Excellent verbal and written communication skills.
- Demonstrated attention to detail and ability to prioritize and organize varied responsibilities.
- Advanced knowledge and established skill set with current word processing and email communications platforms.
- Knowledge of computerized student information systems and online files.
- Proven ability to build relationships and work effectively with a diverse array of customers, colleagues, and related service teams.
- Thorough investigative and problem-solving skills are required. The incumbent must be proficient with using the internet and government websites as research tools.
- The ability to absorb and assimilate diversified information to make appropriate and independent decisions.
- Ability to recognize boundaries, enforce policies, and make appropriate suggestions for exceptions in consultation with relevant stakeholders.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.