

Support Job Position Description

Section I: Position information

Effective date	2026-07-06	☐ Update only	☐ Classification review
Position title	Student Financial Aid Support		
Position number	999626		
Classification level	R2		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Place-Based		
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 administrative and operational support to SFA Specialists and Liaisons to ensure the efficient, accurate, and timely delivery of Registrar services to AU learners, AU staff, and external partners while maintaining the integrity of assigned processes and adhering to established policies and procedures.
- Provide professional and responsive support to AU learners, AU staff, and external partners by completing assigned work, responding to inquiries within the scope of the position, and contributing to the effective delivery of Registrar's Office services.
- Expected to work with a high degree of confidentiality under minimal supervision, the incumbent must be able to determine priorities, exercise sound judgment within established guidelines, and have excellent time management skills.
- It is essential to be open to change and to be able to organize a heavy workload.

Duties and responsibilities

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

60% SFA Support

- Completes student loan related Confirmation of Enrolment documents. i.e. Schedule 2's. CPP forms, Studies at Another Inst, FORM B's, AU VOE's etc
- Explains and assists students with all full time and part time requirements for financial aid and repayment purposes.
- Refers students to the Assistant Coordinator, Coordinator, Ombuds, Student Advisor, Counselor, or the Access for Student with Disabilities office as appropriate. Maintains data

within the system (CatchMyData) that provides support for student financial aid processes, if required.

- Maintains the confidential records of all students applying for confirmation of enrolment, non repayment status and receiving financial aid.
- Ensures that the various Provincial policies and regulations are adhered to.
- Provides triage support in SRM to assist the SFA team with prioritization and flow of student queries and cases. Closes and completes reporting in a timely manner to allow SFA Specialists to focus on incoming and new course registration plans and acceptance activities.

40% Administrative Responsibilities

- Ensures that financial aid documents (, confirmation of enrolment and relevant Provincial forms) are provided to students and prospective students.
- Provides updates to various funding agencies regarding enrolment changes for Schedule 2, OSAP CIF, From B etc.
- Assist Assistant Coordinator, Coordinator, Associate Registrar, Registrar and/or Ombuds Office with student concerns. Pulling SFA reports from SRM and phone systems as well as summarizing student timelines in POPA/ATIA requests and complex student cases.
- Is a member of the Alberta Student Awards and Financial Aid personnel Association (ASAPA) and Canadian Association of Student Financial Aid Administrators (CASFAA).
- Additional administrative tasks assigned from time to time.

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

- To provide accurate and complete information to students and prospective students, an up to date and thorough understanding of Alberta Innovation and Advanced Education's requirements and regulations must be achieved and maintained.

- Must have a thorough understanding and in-depth knowledge of the various Provincial student aid programs.
- Required to assist students and prospective students with personal and confidential matters and maintain confidential records.
- Required to continually differentiate between advising (programs and courses) and counseling (life, employment, etc.) issues and refer to appropriate personnel.
- An excellent knowledge of all Office of the Registrar policies and procedures is required.
- A considerable number of decisions in the financial aid area are demanded regarding the treatment of data in accordance with the University policies and procedures.
- A tolerance of disruption and an ability to manage time and set priorities for a heavy workload is required due to continually deal with changing procedures, to meet new needs, pressure of increasing registrations and the unpredictability of student generated issues.
- Responsible for the organization of a variety of complex work daily to ensure efficient and timely processing of documents, whether paper based or electronic, and for the accuracy and completeness of work.
- Ability to use multiple AU systems, such as Banner, Learner Management Systems and MS Office.
- Ability to efficiently use multiple external Government systems and Financial Aid portals. Including the National Student Loan Service Centre (NSLSC).

Work problems

- Responsible for the organization of a wide variety of work on a daily, weekly, and monthly basis to ensure efficient and timely processing of financial aid confirmation of enrolment form, and for the accuracy and completeness of work. Includes Government online portals where necessary.
- Develop and maintain a complete understanding of Provincial Government financial assistance requirements and regulations.
- Stays current on financial aid policies and requirements for students and prospective students across Canada.
- Review all financial aid application processes in order to provide information to students.
- Must keep current with all Office of the Registrar and University policies in order to assist or refer students and/or staff members appropriately.
- Resolution of complaints and the handling of inquiries from students and University staff as they relate to financial aid.

- Daily voice mail retrieval and adding call information to SRM, either by adding to an open case, or add a call log or create a new case when required.
- Monitor incoming email that is not assigned to a current SFA Specialist respond if within scope of duties and make a case when not in scope and assign to appropriate SFA Specialist provincial bucket
- Assist SFA Specialists with course DD's for revision / version changes and then adding courses back in when available. Is responsible for notifying specialists when courses are no longer available for the applicable start date.

Authority

- A lack of accuracy and timeliness of processing documents are costly in terms of delays or denial of non repayment status and or financial aid for students will impact negatively on the University.
- The incumbent will have access to extremely confidential material and student information and is required to uphold the utmost degree of confidentiality. Resource person for Office of the Registrar, the learning centers, academic and support staff, all other AU departments, and students with regard to financial aid and student award procedures.
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- Full access to Government online Financial Aid Officer portals where required.
- Full signing authority of on various non repayment forms and confirmation of enrolment status, AU VOE's, Studies at Another Institution forms, Form B's, and Schedule 2 forms etc.
- Escalates exceptions to the Assistant Coordinator or Coordinator for review and decision.

Contacts and communications

- Daily contact with students as related to the role. Contact may be telephone, or e-mail.
- Contact with various provincial funding agencies, , Student Aid Alberta, Post secondary educational institutions, various service providers and any other institutions in matters of financial aid as related to non repayment status.
- Liaison with service providers (National Student Loan Service Centre, etc.) on behalf of students and Athabasca University as required.

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.

- Completion of a two-year post-secondary diploma plus three years administrative experience. Preference will be given to those who have previous Student Financial Aid experience in a post-secondary environment. An equivalent combination of education/experience may be considered.
- An excellent understanding of institutional policy and procedures as they relate to the Financial Aid unit.
- Demonstrated ability to gather and analyze information.
- Excellent interpersonal and communication skills for contact with internal staff (academic, professional, etc.) and external institutions staff and faculty, via in-person, phone, email, written communications, etc.
- Ability to communicate in a professional manner designed to resolve conflict.
- Ability to think clearly and logically and search for solutions.
- Knowledge of computers, experience with a computerized information system, a word processing system and electronic mail.
- Excellent time management, organizational, and administrative skills required.
- Capacity to adapt to high volumes of work in accordance with ever-changing diverse and complex policies and procedures.
- Must be able to work independently as well as being a good team player.

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.
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