



Financial Aid Representative (FAA 41513)
Financial Aid and Student Awards
Office of the Registrar

Location: London

Employment Group: Support

Type of Position: Full-time

Hours: 35 hours per week. Monday to Friday 8:30 a.m. to 4:30 p.m.

Pay Details: \$27.81 per hour

Closing Date: September 2, 2024

Working at Fanshawe College

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required.

Note: This is a full-time Support position (35 hours per week).

Duties: Reporting to the Associate Registrar, Financial Aid and Student Awards, and under the guidance of the Team Coordinator, the Financial Aid Representative provides excellent front-line service via phone, email, or in-person. Answers a range of student service inquiries in response to financial assistance programs including OSAP, bursaries and awards. Assists students in order to navigate Fanshawe Systems, and the Ministry OSAP website. Processes supporting documents required to confirm student OSAP funding to students in accordance with ministry guidelines and procedures. The Financial Aid Representative inputs and files all documentation received in the department in support of students' OSAP and bursary files. The incumbent maintains specialized knowledge of OSAP and other financial aid programs as well as general knowledge of all student service areas to support the service needs of students and public inquiries to the College.

QUALIFICATIONS

- Post-secondary 2-year diploma in Office Administration, Business, or related disciplines
- Minimum 2 years' work experience gained in a customer or student service, high volume, multi-task environment
- An equivalent combination of education and experience may be considered
- Experience with phone and email communication
- Experience with electronic data and file management
- Call centre experience and experience with student or Ministry systems and processes would be an asset
- Proficient communication, organizational and interpersonal skills
- Demonstrated attention to detail and accuracy
- Ability to work independently and willingness to collaborate with on a team

While transcripts are not required for the interview, they are mandatory prior to any offer of employment.

How to Apply:

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.

Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.