Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

**Job Title:** Financial Aid and Scholarship Services Assistant  
*Staff Bargaining Unit*

**Position Status:** Permanent, Full-time (35 hours/week)  
OSSTF

**Department:** Office of the Registrar

**Supervision Received:** University Registrar

**Location:** Brampton, ON

| PRIMARY FUNCTIONS: |  
|-------------------|---|
| A. Financial Aid | 40% |
| B. Scholarships and Bursaries | 40% |
| C. Other Duties | 20% |
| **TOTAL** | **100%** |

The Financial Aid and Scholarship Services Assistant position supports students in financial need through immediate advising and direction. Dealing with a high volume of student inquiries, the position will perform a variety of tasks related to the provision of information, guidance, and assistance to prospective and current students on various financial aid programs including the Ontario Student Assistance Program [OSAP] and available institutional scholarships and bursaries. Special emphasis will be placed on preliminary OSAP estimates and supporting the diverse financial needs of prospective and first-year students as a point of contact. Additionally, the position will support current students who may be in financial need to improve access to scholarships and bursaries.
Reporting to the University Registrar, the Financial Aid and Scholarship Services Assistant is responsible for providing the first point of contact to students at all three campus locations, both prospective and current with all matters related to financial aid, meritorious scholarships, and bursaries. The position will assist the University Registrar in planning, developing, administering, and coordinating the financial aid and scholarship/bursary program. The position will be required to work closely with, interact and effectively communicate within a multi-campus environment with a number of administrative units including but not limited to the Office of the Registrar, the Student Recruitment team, Financial Services, Varsity Sports, and the Advancement Office.

RESPONSIBILITIES:

A. Financial Aid 40%

Working closely with the Financial Aid and Awards Office, the Assistant will support the administration of the Ontario Student Assistance Program in accordance with provincial legislation, and University regulations, policies, and standard operating procedures. As part of the primary functions, the position will assist with academic progress, and assists in adjudicating progress appeals;

- Provide clear, professional, and current information to prospective students and current students in print and on the website;
- Provide front-line services to ensure the efficient and timely delivery of all financial aid services;
- Assist in the coordination and preparation of financial management tools, advice, workshops, and financial advice to students applying for and in receipt of government-sponsored financial aid;
- Work jointly with the Office of the Registrar to provide notifications to students on academic warnings or academic denial codes with OSAP and AU systems;
- Process OSAP applications in accordance with Ministry of Colleges and Universities [MCU] guidelines as assigned;
- Assist in the processing of OSAP assessment appeals including notifications of ineligibility, restrictions, and tuition refunds returned to MCU;
- Assist in the administration of other government-funded student assistance programs such as Tuition Set Aside;
- Assist in internal work-study programs including screening and eligibility requirements;
- Assist with confirmations of enrollments for student funding;
- Assist with digitizing student financial aid records and assisting students with uploading supporting documents for OSAP purposes;
- Responsible for routine updates to student financial aid files, generating reports, and correcting/completing application information including registration updates; and
• Provide outreach and deliver presentations to prospective and current students to promote Financial Aid programs offered by the University.

B. Scholarships & Bursaries (40%)

The Assistant provides awareness and promotion of institutional scholarships and bursaries to prospective and current students including the allocation and maintenance of scholarships and awards. The position is expected to maintain accurate records for reporting, tracking, processing, retrieving and verifying statistical data.

• Provide current information and promote the available scholarship and awards programs offered through Algoma University while working with Communications to improve student access to scholarship and bursary opportunities through webpages, social media, and other marketing avenues.
• Allocate Algoma University scholarships and bursaries in accordance with institutional criteria.
• Work closely with the admissions team and other offices as it relates to financial aid, scholarships, and awards.
• Understand the policy of financial athletic awards as part of the Ontario University Athletics Association including administering the eligibility and awards process for varsity sports.
• Responsible for the notification of scholarship and award recipients and ensuring the flow of information is provided to the appropriate units including Financial Aid, Student Accounts, Payroll, and the Advancement Office.
• As part of the team, plan and implement the annual awards ceremonies and celebrations of recipients.

C. Other Duties (20%)

• Maintain historical records and analysis of awards and bursaries and provide the University Registrar with data reports for planning purposes;
• Work closely with the University Registrar to develop, evaluate and implement institutional policies and procedures regarding the administration of scholarships and awards; and
• Responsible for other duties and research projects as assigned by the University Registrar.
WORKING CONDITIONS:

Physical Effort

*Minimal*

The majority of time is spent sitting at a computer workstation or meeting with students.

Physical Environment

*Minimal*

Minimal exposure to unpleasant/disagreeable conditions.

Sensory Attention

*Moderate*

Moderate need for detailed/precise work to be completed while accommodating regular interruptions. High attention to detail is required when assembling data and completing program evaluations.

Mental Stress

*Moderate*

Work activities are performed with occasional exposure to one or more mental pressures but the stress would not be noticeably disruptive to the work nor result in unpleasant reaction (e.g., normal deadlines, client interactions, repetitive work). There may be multiple simultaneous deadlines given the front-line nature of the work.

MINIMUM QUALIFICATIONS

- Undergraduate degree in any field, and a minimum of two (2) years of work experience in a related field, or an equivalent combination of education and experience, is required.
- Demonstrated attention to detail, ability to meet strict deadlines, and work effectively under pressure and changing priorities.
- Exceptional client services skills required.
- Computer proficiency including working with Google Suite, and Microsoft Office, and knowledge of databases.
- High level of confidentiality and general knowledge of FIPPA guidelines. The incumbent will deal with sensitive and confidential matters on a daily basis.
- Problem-solving skills; ability to analyze and streamline complex processes.
- Ability to work independently and closely with others in a team environment.
- Excellent interpersonal, conflict management, and communications skills required both written and verbal.
Salary Scale: $51,521 to $64,401 annually

Please submit a resume and cover letter (combined PDF) to people.culture@algomau.ca no later than 4:00 p.m. on August 9, 2023.

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.