

Posting #24-063CU

Awards and Financial Aid Advisor Office of the Registrar Regular, Full-time

Purpose

Reporting to the University Registrar, with daily work supervised and scheduled by the Awards & Financial Aid Coordinator, the Awards & Financial Aid Advisor is accountable for supporting awards and financial aid activities in the Office of the Registrar at UNBC.

Responsibilities

Duties include but are not limited to:

- Advising students on financial aid programs, including application guidance and eligibility;
- Supporting students with financial aid appeals, advising about repayment options, and assisting students in identifying other internal and external financial resources;
- Confirming student eligibility for interest-free status and authorizing student loan documentation;
- Assisting with enrolment reports for Ministry of Post Secondary and Future Skills and other governing bodies;
- Liaising with government funding agencies, service providers, UNBC faculty and staff, regional campuses and financial institutions regarding student financial aid matters;
- Assessing financial need and approving applications for emergency student loans;
- Reviewing and processing applications for Canada Study Grants and high-need part-time funding and disbursing funds;
- Overseeing Canadian, provincial and international loan confirmation of enrolment processes, ensuring accuracy and completion;
- Advising recipients of the Provincial Tuition Waiver program, including application guidance;
- Determining and allocating funding to recipients of the Youth Futures Education Fund;
- Maintaining financial aid records in UNBC student systems;
- Advising students on awards programs, including application guidance, eligibility, deferrals and appeals, and awards disbursement;
- Supporting awards programs, including: maintaining the awards database; compiling nomination packages for selection committees; maintaining the recipient master list; and producing disbursement reports;
- Liaising with Office of Research & Innovation regarding the establishment of new awards, revisions to existing awards, and donor relations;
- Working collaboratively with Student Recruitment to develop and present student award information sessions;
- Training Enrolment Services and troubleshooting complex awards and financial aid issues or questions from frontline staff;
- Training faculty, students and staff in awards and financial aid procedures;
- Working collaboratively with other UNBC areas, such as academic faculties and departments, Office of Research & Innovation, Student Success, Enrolment Management & Strategy, Access Resource Centre, etc., for successful awards and financial aid processes;
- Acting as an expert in awards and financial systems functionality (including Banner Financial Aid, Banner Student, Self Service Banner Awards, and StudentAid BC);



- Supporting the testing and implementation of awards and financial aid related ITS and systems projects;
- Maintaining webpages, forms and SharePoint sites that provide current information on awards and financial aid;
- Researching, developing and maintaining awards and financial aid related documentation and training modules for staff, faculty and students;
- Acting as an expert in awards and financial aid data and data analysis;
- Running awards and financial aid reporting to support business process, resource prioritization, enrolment management, and records auditing;
- Supporting the Senate Committee on Scholarships and Bursaries as recording secretary;
- Maintaining a detailed knowledge of university policies and procedures, as well as academic regulations;
- Maintaining a thorough understanding of confidentiality, privacy and records management practices, as well as knowledge of the *BC Freedom of Information and Protection of Privacy Act* (FIPPA); and
- Demonstrating a respect for equity and diversity in the UNBC community by ensuring a high level of cultural sensitivity.

Qualifications

The successful candidate must have an undergraduate degree and a minimum of 3 years of experience with student awards and financial aid administration in a post-secondary environment. The successful candidate must demonstrate a good knowledge of post-secondary policies and academic regulations, as well as have an excellent understanding of the student life cycle and student life experiences. Candidates with UNBC degrees are preferred.

Critical proficiencies include:

- Exceptional customer service and interpersonal skills, including experience resolving or assisting to resolve complex and sensitive issues;
- Excellent administrative, planning, organizational, and multi-tasking skills;
- Excellent analytical and problem-solving skills;
- Exceptional communication skills, both verbal and written;
- Experience retrieving data and presenting and formatting reports;
- Experience interpreting and administering student administration procedures;
- Experience in business process analysis and improvement;
- Demonstrated skills writing documentation and delivering training;
- Demonstrated project management skills and ability to manage multiple projects simultaneously;
- Demonstrated experience with StudentAid BC and/or other provincially led loan programming;
- Strong skills in Microsoft Office, including Teams and SharePoint; reporting tools (such as Argos, FAST and Microsoft Access); relational student information systems (such as Banner Financial Aid and Banner Student); document management systems (such as Banner Document Management); and web content management systems (such as Drupal);
- Training in FIPPA and experience applying FIPPA to student records and personal information in a post-secondary setting; and
- Training in EDI, preferably in a post-secondary setting.

Excellent time management and organizational skills are necessary, with the ability to problem solve, plan, prioritize and self-direct with a high degree of accuracy. It is critical that this role can work independently, demonstrate initiative and work collaboratively with faculty, staff and students with



exceptional interpersonal skills. This position requires a high level of professionalism and ability to network, interact with, and provide direction to a wide range of constituents, often with limited time and flexibility. Well-established skills in diffusing conflict and controversy are essential to this position, as well as the ability to properly convey complex issues and multi-level solutions while being approachable and adhering to an elevated level of conduct, knowledge, and responsibility.

An equivalent combination of education and experience will be considered.

Salary

This position has been classified at a Grade 11. The annual salary range for this position is \$75,511.80 to \$78,624.00 and the normal starting salary will be \$75,511.80.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be 8:30am – 4:30pm, Monday through Friday.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakeh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the



traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #24-063CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on April 25, 2024.

