



Job Title:	Program Coordinator – SAP/Default/Literacy	Grade:	L
Department:	Financial Aid & Veteran Affairs	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

The Program Coordinator of SAP/Default/Literacy will be responsible for the efficient delivery of all student loan default prevent outreach efforts by providing critical and direct oversight. . The Program Coordinator SAP/Default/Literacy will manage the following: default prevention workshops; entrance and exit counseling; SALT outreach efforts and reporting; satisfactory academic progress tracking and appeals, and financial literacy outreach The Program Coordinator SAP/Default/Literacy provides autonomous oversight for the outreach, implementation, and management functions for SAP/Default/Literacy programs. This position serves as an institutional and regulatory liaison with federal, state, or local stakeholders, a program policy expert, and a senior Financial aid and Veteran’s Affairs project manager.

Characteristics Duties and Responsibilities:

1. Independently manages the implementation, critical and direct oversight, and regulatory application components for SAP/Default/Literacy.
2. Performs Specialist duties to include: determining aid eligibility, processing awards, and providing consultations to financial aid applicants and prospective student groups.
3. Utilize advance project management skills to conduct complex program data analyses, generate analytical reports, and interpret dashboards for managerial decision-making.
4. Provides leadership for SAP/Default/Literacy via committee participation, communications with external stakeholders, and contributions to the strategic planning and evaluation processes.
5. Manages SAP/Default/Literacy outreach programs according to required federal and state statutes and regulations. Establish strategies for the effective delivery of program aid awards to students to support institutional retention and recruitment goals.
6. Coordinates the assessment activities for SAP/Default/Literacy, including setting goals and priorities, clarifying policy, and developing internal control procedures.
7. Reconciles SAP/Default/Literacy funds to ensure institutional compliance and to demonstrate administrative capability as required by regulations. Monitors fund balances, disbursements, adjustments, Return to Title IV calculations and year-end closeout procedures.
8. Serves as the primary SAP/Default/Literacy policy and implementation liaison between the Financial Aid/Veteran Affairs Office and applicable federal, state and local entities.
9. Certifies and tests the accuracy of the annual program setup for SAP/Default/Literacy processes in Colleague, including the following modules: financial aid, auto packager, communications management, and satisfactory academic progress
10. Serves as an institutional program subject-matter expert for SAP/Default/Literacy, including all applicable federal, state, and institutional regulations and administrative responsibilities.
11. Other duties as assigned



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Reporting Relationships:

Direction Received:	Reports to Director of Refunds and Reconciliation
Direction Given:	Direct supervision of assigned staff

Minimum Requirements:

Bachelor's Degree from a regionally accredited institution in Business, Accounting or related field and at least 1 to 2 years or related work experience

Knowledge, Skills, Abilities, and Worker Characteristics:

- Strong Organizational, accounting and analytical skills
- Expertise in the implementation of financial aid and veterans' affairs policies and programs
- Knowledge of applicable financial aid federal and state statutes and regulations governing assistance programs
- Strong computer and technology skills and knowledge of financial aid software applications
- Ability to identify challenges and implement solutions
- Excellent oral and written communication skills
- Knowledge of CPCC enrollment processes and requirements

Working Conditions:

Typical Office Environment