



Job Title:	Program Coordinator – First Year Experience	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 First Year Experience will be responsible for the efficient delivery of all outreach and marketing to new students by providing direct and critical oversight. The Program Coordinator First Year Experience will manage the following: the awareness, application and awarding of College Connection students; all outreach and awarding of non-CMS new students; informational workshops about the availability and types of financial aid; and communications management to new students. The Program Coordinator First Year Experience provides autonomous oversight for the outreach, implementation, and management functions for the First Year Experience program. 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 manage and provide critical and direct oversight and regulatory application components for First Year Experience.
2. Performs Specialist duties to include: determining aid eligibility, processing awards, and providing consultations to financial aid applicants and prospective student groups.
3. Utilizes advance project management skills to conduct complex program data analyses, generate analytical reports, and interpret dashboards for managerial decision-making.
4. Provides leadership for First Year Experience via committee participation, communications with external stakeholders, and contributions to the strategic planning and evaluation processes.
5. Manages First Year Experience 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 First Year Experience, including setting goals and priorities, clarifying policy, and developing internal control procedures.
7. Reconciles First Year Experience 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 First Year Experience 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 First Year Experience 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 First Year Experience, 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