



## Job Specification

**Position Title:** PROGRAM ASSISTANT  
**Job Code:** OPSEU - Office Administration 09, 09OAD  
**Job ID:** 11395

### Purpose of Position:

To provide a range of services to students who are applying to the Ontario Student Assistance Program ( OSAP ) and other bursaries/awards and scholarships. To provide customer service on financial student aid programs to applicants, elected officials, financial and representatives at post secondary institutions, ensuring applications are processed in a timely manner to meet all student needs.

### Duties/Responsibilities:

Providing high quality customer service, providing information and application assistance for financial student aid programs such as student loans, bursaries/awards, grants and scholarships by: responding to telephone inquiries on the general inquiry line or 1 – 800 questions lines covering all aspects of student aid programs, policies and procedures form applicants ( primarily attending schools out of province and country), parents, elected officials, education and financial institution representatives who have questions or are seeking clarification of program policies, calculating financial need manually or by submitting transactions on the mainframe system,

-responding in writing to general correspondence received from applicants and financial aid representatives.

Ensure the timely and accurate processing of applications and transactions for OSAP and all other loans, scholarships and bursary programs administered by the Student Support Branch – Program unit by:

-reviewing and completing applications forms received directly from students

-ensuring required documentation is obtained from the students or form financial aid representatives prior to processing applications

-verifying and reviewing information submitted, identifying discrepancies, following up with applicant or institution representative to obtain correct information and communicating information to applicants, institution financial aid representatives explaining nature of discrepancy and why correction and additional supporting documentation is required.

-contacting students by telephone or in writing to obtain additional information required to complete their application forms

-correcting applications which reject from the computer system due to missing or conflicting information

-reviewing and correcting applications with discrepancies by obtaining information from students or institutions

-advising financial aid representatives of action taken in behalf of their students

-referring cases which do not fall under standard OSAP policy guidelines to other program area staff or to institution financial aid offices

-processing amendments/changes to student application information by entering into the computer system transaction code changes provide by institution financial aid offices on various forms, i.e.: student activity forms, program information forms, requests for duplicate documents, etc.

### Knowledge:

Thorough knowledge of all Student Support Branch programs, policies and procedures for all programs relating to loans, bursaries/awards, scholarships administered by the Program Unit. Through knowledge of all programs under the Ontario Assistance Program and related legislation to provide information, including application of program policies. Knowledge of Student Support Branch on-line computer system to input/access application data.

### Skills:

Good interpersonal skills to communicate with the public, other staff members and financial aid representatives. Good oral and written communication skills to explain decisions, program policies and procedures on the phone or in writing to applicants. Ability to deal tactfully and courteously with applicants, parents, MPPs and financial aid representatives. Ability to work independently and as an effective team member.