



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: PROGRAM ADMINISTRATOR
Job Code: OPSEU - Office Administration 12, 12OAD
Job ID: 19328

Purpose of Position:

To provide a 'one-window approach to customer service on financial student aid programs to applicants, Members of Provincial Parliament, financial aid representatives at postsecondary institutions and other ministries, ensuring applications are processed in a timely manner to meet the needs of students. To evaluate, assess and monitor applications for financial student aid which have been submitted for review due to special circumstances. To liaise with postsecondary institutions, financial institutions, providing advice and direction on policies/procedures in the administration of student aid programs.

Duties/Responsibilities:

Delivering high quality customer service, providing information and application assistance for financial student aid program such as bursaries/awards, grants and scholarships by:

- responding to enquiries covering all aspects of student aid programs, policies and procedures from applicants, parents MPP offices, education and financial institution representatives by phone or in writing, who have issues/problems regarding information on the OSAP Website or are from out of province/country, such as: clarification program policies; explaining assessment of eligibility; status of application due to special circumstances
- researching individual case histories and determining application of program policy, following up with applicant to gather additional information
- determining eligibility for loans by evaluating eligibility of applications in accordance with program guidelines, calculating financial need manually or by submitting transactions on the mainframe system.
- 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 and lending institution representatives explaining nature of discrepancy and why correction is required
- correcting applications and keying amended information into on-line system as required

2. Providing program support to institution financial aid representatives, lending institution representatives and branch staff by:

- providing procedural and technical assistance through advice and support in the application of the on-line computer system
- providing advice and clarification on the application of program policies
- discussing special cases/problems with institution financial aid representatives and advising them of course of action based program criteria and research of past precedents, referring only those clearly outside policy guidelines with no past precedent to Program Coordinator or Program Manager
- providing training on the application of student aid program policies and procedures to new staff and when new policies are implemented, assisting in the development/revision of training materials
- participating in projects dealing with program policy and procedural issues, recommending revisions to policies based on experience with applicants and institution representatives and knowledge of application process

3. Responds to correspondence and enquiries from applicants, MPP offices, postsecondary and financial institutions by:

- assisting with the preparation of correspondence from senior ministry officials by completing case summaries to provide factual information
- researching and drafting replies to correspondence for the Director, Program Manager or other Student Support Branch Staff
- ensuring letters received regarding service requests or problems are followed up with appropriate service representative in timely manner
- tracking recurring policy and services issues which are addressed in correspondence and identifying issues to appropriate manager

4. Examining and evaluating requests submitted for special consideration/review of financial student aid awards and other special programs ie: Loan Forgiveness by:

- evaluating and assessing reviews received by applicants/recipients of student aid in accordance with program policies and procedures
- resolving matters which vary from standards such as change in family financial status and for situations involving complete reviews based on individual circumstances such as medical condition of applicant
- investigating all aspects of the application and approving or rejecting change in financial aid award which are covered by established policies or where past precedent exists
- for very complex review cases, presenting recommendation to Program Coordinator or Program Manager based on research of individuals case history and past precedents
- based on own judgement, recommending cases to manager for loans to be written off
- communicating outcome of review, explaining decision and application of program policies to applicants, parents, institution financial aid representatives, MPP offices etc. verbally and in writing
- tracking trends in review requests, and bring contentious issues forward to Program Coordinators and Program Manager

5. Auditing student aid applications which have been identified as requiring verification by:

- following-up with students, parents, spouses or government authorities to verify/clarify information given on application
- reassessing eligibility for aid depending on outcome of audit and ensuring overpayments are recovered or additional loans processed
- identifying cases which should be passed on for investigation of fraud to the Verification and Compliance Unit
- communicating information to applicants, institution financial aid representatives and lending institution representatives, explaining decision making process and outcome

Knowledge:

Thorough knowledge of all Student Support Branch programs, policies and procedures for all programs administered under the Ontario Student Assistance Program and related legislation and regulations to provide information and advice on complex issues including application of program policies. Knowledge of the use of computers and software programs such as word processing and spreadsheet software. Knowledge of Student Support Branch on-line computer system to input/access application data and to provide technical assistance/advice to institution financial aid representatives. Strong problem solving skills to resolve issues independently. Analytical skills to research program policies, past precedents and gather information relevant to decision making process. Excellent judgement and decision making skills to make independent decisions on program approvals based on unique circumstances. Excellent oral and written communication skills to explain decisions, program policies and procedures on the phone, in person or in writing to applicants, MPP offices, institution financial aid representatives and lending institution representatives. Ability to deal tactfully and courteously with applicants and to empathize with unique circumstances. Ability to work independently and as an effective team member.

Skills:

Thorough knowledge of all Student Support Branch programs, policies and procedures for all programs administered under the Ontario Student Assistance Program and related legislation and regulations to provide information and advice on complex issues including application of program policies. Knowledge of the use of computers and software programs such as word processing and spreadsheet software. Knowledge of Student Support Branch on-line computer system to input/access application data and to

provide technical assistance/advise to institution financial aid representatives. Strong problem solving skills to resolve issues independently. Analytical skills to research program policies, past presented and gather information relevant to decision making process. Excellent judgement and decision making skills to make independent decision on program approvals based on unique circumstances. Excellent oral and written communication skills to explain decisions, program policies and procedures on the phone, in person or in writing to applicants, MOO offices, Institution financial aid representatives and lending institutions representatives. Ability to deal tactfully and courteously with applicants and to empathize with unique circumstances. Ability to work independently and as a effective team member.