AUBURN
Human Resources

Coord, Financial Aid & Scholarships Training

Job Description

JOB INFORMATION

Job Code	KB23
Job Description Title	Coord, Financial Aid & Scholarships Training
Pay Grade	FO08
Range Minimum	$50,020
33rd %	$60,030
Range Midpoint	$65,030
67th %	$70,030
Range Maximum	$80,040
Exemption Status	Exempt
Approved Date:	8/19/2026 11:24:09 AM

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Student Financial Services

JOB SUMMARY

The Training Coordinator serves as the office's central training resource by developing, coordinating, and evaluating training programs, resources, and knowledge-management tools that support consistent, accurate, and compliant administration of financial aid and scholarship programs. The position partners with functional leaders and subject matter experts to translate regulatory requirements, policy changes, operational procedures, and system enhancements into effective training and reference materials.

RESPONSIBILITIES

- Develops, delivers, evaluates, training programs for Financial Aid and Scholarships staff on federal, state, institutional, donor-funded, and athletics-related aid procedures, systems, service expectations, and related compliance requirements, including onboarding, continuing education, refresher training, system demonstrations, workshops, and other learning opportunities.
- Creates, updates, organizes, and maintains centralized training and reference materials, including desk guides, procedural guides, job aids, checklists, communication templates, quick-reference resources, training calendars, and knowledge base content, ensuring materials are accurate, accessible, version-controlled, and aligned with approved business processes approved by functional leaders.
- Partners with the position supervisor, functional leaders, system staff, and subject matter experts to translate regulatory guidance, policy changes, audit findings, quality assurance results, annual aid-cycle updates, scholarship requirements, procedural changes, and system enhancements into practical training content, user guidance, demonstrations, and process reinforcement.
- Serves as the primary training resource for campus partners, including colleges, departments, Admissions, Registrar, OIT, Athletics, and other university offices, by developing and presenting guidance on scholarship administration, financial aid processes, system workflows, referral expectations, student-facing communications, and shared responsibilities.
- Provides one-on-one and small-group training support to staff on financial aid and scholarship systems, processing procedures, documentation expectations, student communication standards, campus partner referrals, and common service scenarios in coordination with supervisors and functional leads.
- Conducts training needs assessments using employee feedback, campus partner input, operational data, quality assurance findings, compliance updates, and audit results; in consultation with the position supervisor and functional area supervisors, identifies knowledge gaps and develops targeted training, documentation, and resource recommendations to support accurate, consistent execution of financial aid and scholarship processes.
- Maintains current working knowledge of financial aid and scholarship administration, including Title IV requirements, state aid programs, institutional scholarship policies, donor-funded scholarship criteria, student-athlete aid considerations, satisfactory academic progress, verification, packaging, disbursement, overaward resolution, and related office procedures to support training content and guidance.

RESPONSIBILITIES

- Coordinates and maintain training schedules, attendance records, completion tracking, training evaluations, feedback surveys, and follow-up activities to support accountability, staff readiness, audit documentation, and continuous improvement of Financial Aid and Scholarships training programs.
- Participates in financial aid and scholarship processing activities, as assigned, to maintain working knowledge of office procedures, support training accuracy, reinforce documented processes, and assist with operational needs during peak periods or special initiatives; may review, track, document, or support processing of aid and scholarship transactions in coordination with functional leads and in accordance with applicable federal, state, institutional, donor, and program-specific requirements.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	No supervisory responsibilities.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in no specific discipline. A degree in Education, Instructional Design, Communication, Business Administration, or Higher Education Administration is desired.	and	4 years of	experience in training coordination, instructional support, financial aid administration, scholarship administration, student financial services, or other compliance-driven higher education operations.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Ability to interpret documented policies, procedures, system workflows, and compliance guidance and convert them into clear, practical training materials, job aids, procedural guides, and reference resources for staff and campus partners.	
Ability to communicate complex financial aid, scholarship, policy, procedural, and system information clearly and effectively to staff, students, families, campus partners, and other stakeholders.	
Ability to coordinate, deliver, evaluate, and maintain structured training programs, including onboarding, continuing education, refresher training, system demonstrations, workshops, and other learning activities.	
Ability to assess training needs, identify knowledge gaps, organize training schedules, track participation, gather feedback, and recommend improvements to training materials and delivery methods.	
Ability to create and maintain learner-facing training materials, job aids, procedural guides, checklists, quick-reference resources, and knowledge-management tools that are accurate, accessible, and aligned with approved business processes.	
Knowledge of federal, state, institutional, donor-funded, and athletics-related financial aid and scholarship regulations, policies, procedures, and compliance requirements.	
Knowledge of Title IV federal student aid requirements, scholarship administration processes, student eligibility, satisfactory academic progress, verification, packaging, disbursement, overaward resolution, and related aid adjustment processes.	
Knowledge of compliance-driven documentation, audit readiness, quality assurance, internal controls, and records maintenance practices related to financial aid and scholarship administration.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			

Vision Requirements:

Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.

Travel Requirements:

In-State; Domestic