

Position Job Title: Financial Aid Manager

Location: Squamish, BC

Reports To: Vice President of Finance & Operations

About Quest University

Quest University Canada acknowledges that it sits on the traditional, ancestral, and unceded territory of the Skwxwú7mesh (Squamish) peoples. We are grateful to have the opportunity to work, learn, and live in this blessed territory.

Quest University is Canada's first independent, not-for-profit, secular liberal arts and science university, devoted entirely to excellence in undergraduate education. Our campus is situated amidst the Coast Mountains in Squamish, midway between Vancouver and Whistler. Built to prepare students for the challenges of the 21st century, Quest's innovative academic program, highly engaged student population, and outstanding faculty are gaining world-wide recognition. Quest offers a competitive salary, excellent extended health benefits, RRSP matching, flexible work arrangements and a dynamic workplace. For more information about Quest, visit us online at www.questu.ca.

Quest University Canada is accredited by the Degree Quality Assessment Board of the province of British Columbia and is a member of the Education Quality Assurance.

About the Role

Quest University seeks a full-time Financial Aid Manager. Reporting to the Vice President of Finance & Operations, the Financial Aid Manager is responsible for the implementation and maintenance of Quest University Canada's institutional merit-based (scholarships) and need-based (bursaries) student financial aid programs as well as administering provincial, national, and international student aid programs. The Financial Aid Manager will provide leadership in student aid advising and outreach, the processing of student aid applications, determining student aid eligibility, maintaining budgetary responsibilities, and ensuring government compliance and reporting for student aid programs. The Financial Aid Manager oversees Quest's internal award program including the annual renewal process of student scholarships and bursaries. The Financial Aid Manager will also set policies and procedures for awarding funds.

As a key contributor to the university's enrollment management efforts, the Financial Aid Manager is responsible for ensuring a strong customer focus in these efforts and assists in achieving the University's enrollment goals.

Position Requirements

- Manage provincial, national, and international student aid programs in accordance with applicable laws and regulations.
- Manage the financial aid database and its integration with the admissions and billing areas of the Student Information System.
- In collaboration with appropriate committees, review all applications for institutional scholarships and need-based aid, including performing financial needs assessment, award packaging, and verification.
- Review and create annual financial aid forms, documents, communications to students, including planning, developing and maintaining accurate and updated financial aid information on the financial aid web pages.
- Analyze and prepare data and reports around financial aid for internal use and for various agencies as requested.
- Ensure an effective and collaborative relationship with the admissions and student billing areas within the University.
- Maintain familiarity with Canadian and US financial aid methodologies, compliance regulations, student aid programs, need analysis, fund awarding, and packaging.
- Initiate and utilize innovative financial aid technology and strategies, including knowledge and use of Student Information Systems.
- Maintain knowledge of financial aid trends and how they are related to the student enrollment goals.
- Interact with students, parents, faculty, staff, and other individuals and agencies outside the University.
- Maintain balance between indicated needs of the students and the requirements of the University.
- Maintain complete confidentiality, discretion, sensitivity and professional judgment.
- In collaboration with the Executive Director of Admissions and VP Finance and Operations develop and/or review policies and procedures for awarding merit-based and need-based institutional funds.
- Additional duties as required.

Qualifications

- Completion of post-secondary education; Bachelor's degree preferred.
- Minimum two (2) years financial aid and/or enrolment related experience required.
- An equivalent combination of education, experience and training which demonstrates the knowledge, skills and abilities to perform the duties will be considered.
- Demonstrated working knowledge of provincial, national, and US student aid programs and supporting regulations, policies and procedures.
- Demonstrated understanding of the legislation and compliance of Canada and US student loan programs.
- Knowledge of higher education processes, supervisory and personnel practices, communication techniques and computer software.
- Ability to handle confidential data and prioritize workload in a multi-person office.
- Excellent interpersonal and organization skills.

- Strong time management skills and ability to follow up on tasks and report progress
- Demonstrated experience managing multiple competing priorities.
- Ability to work independently with minimal supervision.
- Effective communication skills and ability to communicate effectively with a diverse population of students, parents, and staff.
- Effective customer service skills.

To Apply

Candidates are asked to submit the following documents in PDF format.

- A full curriculum vitae detailing qualifications and relevant achievements.
- A covering letter describing briefly how candidates meet the criteria in the 'Qualifications' section of the job profile, why the appointment is of interest, and what they believe they can bring to the role.
- Names of references and evidence of credentials will only be requested at the end of the recruitment process.

Contact Email: Human.Resources@questu.ca

Closing Date: January 17, 2022 or until a suitable candidate is found.

Start Date: As soon as possible.

Quest University is committed to equity and diversity in its community and welcomes applications from women, racialized persons/persons of colour, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply. However, Canadian citizens and permanent residents will be given priority. Application materials, including letters of reference, will be handled in accordance with the "Freedom of Information and Protection of Privacy Act" (British Columbia).

While we thank all applicants for their interest, only those applicants who have been given consideration for an interview will be contacted.

Please note, COVID-19 vaccines are required for all students, faculty and staff on campus. Proof of vaccination status will be requested on your first day of employment.