

Job Code: .... 101695  
Position#: (PSA) (E)  
Developed by: .... VM  
Reviewed by: .... DLJ  
Approved by: ..... LK  
Date:3/23;12/23;1/22/24

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Coordinator, Loan Programs  
**DIVISION:** Academic Affairs (Enrollment Services)  
**REPORTS TO:** Assistant Director, Enrollment Services  
**GRADE:** 10  
**SUPERVISES:** N/A

**BASIC FUNCTION:**

Primary responsibility for processing all aspects of Federal Direct PLUS loans for parent and graduate borrowers, including but not limited to: Confirming valid, unexpired credit approval with the US Department of Education; Assessing that student and borrower meet federal eligibility requirements; Reviewing the cost of attendance for accuracy and adherence to regulations; Verifying that all required documentation has been received and is complete.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Manage full administration and certification of Federal Direct PLUS loans. Manage internal and external communications regarding processing status of PLUS loans.

Maintain current knowledge of US Department of Education software used to process federal student loans.

Run system processes for daily federal loan origination.

Update URI supplemental PLUS application data and email borrowers to keep them informed of the status of their application. Proactively notify borrowers of any issues with their applications so that they may correct them without delaying the processing of their loan.

Assist in troubleshooting processing or disbursement issues with federal loan processor for PLUS loans or lenders for alternative loans.

Communicate with parents and students via email/phone calls in regard to next steps necessary to complete PLUS loan process when a mandated step is missing.

Assist with counseling parents/students on the amount to borrow to cover their educational expenses.

Stay up to date on Federal Direct loan entrance counseling, exit counseling, and Master Promissory Note processes. Collaborate with Director to educate Enrollment Services staff on changes to these processes.

Secondary responsibility for certification of alternative (private) student loans.

Participate in annual meetings with student lenders to learn about available alternative loan products. Assist in ensuring Enrollment Services staff have the most up to date information about the private student loan products.

Assist with student and parent communication by phone, email, in-person, and other methods, both inbound and outbound, as needed.

Assist Director with projects as assigned.

Participate in outreach, recruitment, and other university events.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform other duties as required.

**LICENSES, TOOLS, AND EQUIPMENT:**

Personal computers, printers and word processing, database management, loan systems and software, and spreadsheet software. Microsoft Office Suite.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's degree; Minimum of two years of business, financial, and/or loan administration experience; Demonstrated knowledge of federal loan programs; Demonstrated ability to work collaboratively with internal (i.e., university departments) and external (lenders, federal & state agencies, students, families, etc.) constituents; Demonstrated experience in Microsoft Office Suite (i.e., Excel, Word, PowerPoint, etc.); Demonstrated presentation skills; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Bachelor's degree in accounting, finance, business administration, or related field; and Demonstrated intermediate knowledge of Microsoft Excel.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**