

Technical Records Specialist

Recruitment #:	S2401
Review Date:	Immediate review Open until filled
Department:	Financial Aid
Salary Rate:	\$3022 - \$4507 [Salary Steps]

About Western Oregon University:

Western Oregon University is a regional public, mid-sized university – committed to changing lives, strengthening communities and transforming our world. Located in Monmouth, the heart of Oregon’s lush Willamette Valley, WOU is about 20 minutes from Salem, the state’s capital and about 75 minutes from Portland, the state’s cultural hub.

Western is one of Oregon’s oldest public institutions of higher education and was incorporated into the state system as a teacher training institution in 1882. The university offers undergraduate and graduate degrees in arts and sciences, education and professional areas. It’s known for small class sizes, a focus on sustainability and a diverse liberal arts education in a student-centered environment. Western is an emerging Hispanic Serving institution, with 37% of undergraduates being students of color.

Position Summary:

The purpose of this position is to interpret and disseminate federal, state, institutional and Financial Aid Office rules, regulations, policies, and procedures, regarding all financial aid, scholarship, and student work programs that WOU administers, to students, families, WOU staff and the public in daily duties by phone or direct contact. This position (Technical Records Specialist) provides support for the Student Financial Aid Office through processing, filtering, reporting, researching, and disseminating the data needed to run the weekly student award disbursements. Responsibilities also include downloading and importing all FAFSA/ISIR applications and processing (sending and receiving) electronic ISIR corrections as determined to be necessary after review by the financial aid counseling staff. Additionally, this position processes the Pell and Teach Grants along with Federal Direct Loans and processes origination, maintenance, and disbursement records that are transmitted to the U.S. Department of Education.

Additionally, this position works with loan information that is transferred from the financial aid management software to the U.S. Department of Education (COD). Through a reporting process the person in this position determines if the student and/or parent borrower needs to complete a loan promissory note and/or loan counseling. Electronic Master Promissory Note (MPN) and counseling notices are sent by the Loan Processor to the borrower with instructions regarding how to complete the MPN and counseling. Confirmation that an electronic MPN and counseling has been completed is sent electronically from the loan servicer to the WOU Financial Aid Office. The Loan Processor posts the electronic MPN and counseling notification in the student’s financial aid record for the purposes of disbursing aid. The Loan Processor is responsible for originating, manifesting, and transferring loan information to COD. Responsibilities also include seeing that disbursement and reconciliation information is recorded accurately and sent to COD. The Loan Processor downloads information from the servicer daily into our financial aid system. If there is any discrepant information, the Loan Processor is responsible for reconciling that information. The Loan Processor assists applicants in resolving loan application issues.

[Click here](#) for the complete position description which includes knowledge areas and preferred qualifications.

Minimum Requirements:

- Be highly analytical and detail oriented. Must be able to work effectively with little supervision

- Be in good standing with the federal student aid programs.
- Cannot be in default on any student or parent loan or owe a repayment to the federal aid programs
- General computer knowledge (Windows environment) required.
- Must possess good working knowledge of Web Calendar and Email, MS Excel, and MS Word computer programs.

Required Application materials: You may submit all materials online at www.wou.edu/prostaffapp

1. WOU Employment Application form [available here](#) - classified/faculty
2. Cover Letter that addresses your qualifications for the position.
3. Resume/CV

Western Oregon University is looking for equity-minded applicants who demonstrate a sensitivity to and appreciation for the complexity of the world. We draw our strength as a community from our variety of backgrounds, abilities, cultural experiences, identities, knowledge domains and means of expression. Women, Black, Indigenous and people of color, veterans, people who identify as LGBTQIA+, and people with disabilities are highly encouraged to apply for this position. All interested individuals are encouraged to apply even if they do not meet every one of the preferred qualifications listed.

Western Oregon University only considers visa support for Tenure Track employees placed in specialized positions that are continuing regular university appointments for multiple years.

Background/Education Check:

A criminal background check will be completed as a condition of employment. Education checks are processed for positions requiring a formal degree as a minimum requirement.

Benefits:

Western Oregon University offers an excellent benefits package for eligible employees which includes 95% premium paid healthcare, a generous retirement and vacation package, and reduced tuition rates for employee, spouse or dependent at any of the Oregon Public Universities. <http://www.wou.edu/hr/benefits/>

Equal Employment Opportunity:

Western Oregon University is an equal opportunity employer that is committed to diversity, equity and inclusion in the workplace. We celebrate our inclusive work environment and encourage people of all backgrounds and perspectives to apply. We embrace our differences and know that our diverse team is a strength that drives our success.

Accommodation Requests:

Western Oregon University is committed to developing a barrier-free recruitment process and work environment. If you require any accommodations, please email us at [employment\[at\]wou.edu](mailto:employment[at]wou.edu) and we will work with you to meet your accessibility needs.

Veterans Preference

Applicants are eligible to use Veterans' Preference when applying with Western Oregon University in accordance with ORS 408.225, 408.230 and 408.235; and OAR 105-040-0010 and 105-040-0015. Preference will be given only if the applicant meets the minimum criteria of the position and electronically attach the required documentation at the time of application. For information regarding Veterans' Preference qualifications, visit <http://www.oregonjobs.org/DAS/STJOBS/vetpoints.shtml>

Please note that due to the volume of resumes received, we are unable to contact each applicant regarding the status of each position or reply to candidates' inquiries via phone or email.

