Associate – Student Services

The Service Center at the Tennessee Board of Regents (TBR) supports the System Office and Technical Colleges of Applied Technology (TCATs) within the following functional areas: Human Resources, Payroll, Finance, and Student. The student functional area of the Service Center supports admissions, records, financial aid, and accounts receivables functions at the TCATs. The position is a member of the shared services team reporting to the Office of Student Success.

The Associate, Student Services is responsible for ensuring all student transactions are provided in a timely and accurate manner and in compliance with all applicable institutional, TBR, state, and federal regulations, policies, guidelines. In consultation with the Assistant Vice Chancellor for Enrollment Management and Student Services Specialist, this position manages the Pell Grant reconciliation process, certification and reconciliation process for state aid programs in Banner, and associated systems for the technical colleges. The Associate, Student Services works closely with the institutions of the TBR system and is expected to provide a high level of customer service to all institutions served.

Responsibilities:
Coordinate all certification and reconciliation functions for all state aid programs;
Assist in interpreting new policies and how these policies will affect Banner set up;
Assist with New Year Roll set-up, verification changes, and comment code updates for all institutions;
Assist with maintaining algorithmic rules for budgeting and packaging;
Provide technical support for the implementation, maintenance, analysis, evaluation, and testing of workflows and templates for Banner Student Financial Aid and Accounts Receivable;
Assist in the preparation of all necessary TBR, state, and federal financial aid related reports;
Assist the Assistant Vice Chancellor, Enrollment Management with all other Banner financial aid maintenance as directed;
Assist with ensuring refund compliance and general compliance with TBR policies;
Assist with fee assessment rule setup;
Assist with Argos report scheduling;
Run population selections for batch processes;
Assist with the process to produce and send all 1098T Forms;
Assist the Assistant Vice Chancellor, Enrollment Management with all other Banner accounts receivable maintenance as directed;
Assist with the facilitation of training for institutions on financial aid processes and Banner student processes;
Assist with the development and maintenance of guidelines and training documentation for functional users;
Field employee questions and researches financial aid and accounts receivable transaction processing concerns;
Work cooperatively and effectively with other departments in support of Banner student database changes and improvements;
Communicate to employees and administration regarding financial aid and accounts receivable related issues and solutions;
Collaborate with the Office of Academic Affairs, Policy and Strategy, and Information Technology to initiate and compile institutional, TBR, state, and federal required reports as well as ad hoc reports;
Prepare for proposed changes to reporting requirements and proactively facilitate the creation or updates to necessary scripts to extract data from Banner;
Oversee the submission of data to the National Student Clearinghouse to ensure timeliness and accuracy;
Perform additional duties as assigned

**Knowledge, Skills, Abilities:**
In-depth knowledge of college or university financial aid or accounts receivable processing and reporting requirements;
Broad knowledge of federal and state laws and guidelines;
A willingness and passion to learn new hardware and software systems that are consistent with duties;
Ability to effectively analyze data and inquiries, think critically, and make appropriate decisions;
Effective organizational and time management skills;
Ability to work as part of a team or work alone without close supervision;
Ability to communicate effectively, both in writing and orally;
Ability to understand customer needs and provide quality service;
Ability to maintain confidentiality in compliance rules and regulations, including HIPAA and FERPA guidelines on the disclosure of information

**Minimum Qualifications:**
Bachelor’s degree and a minimum of 2 years of related work experience OR an Associate’s degree and 5 years of related work experience OR a comparable combination of education and experience;
Experience working in financial aid or accounts receivable in a technical college, community college, university setting or system;
Experience with Banner or similar ERP

**Preferred Qualifications:**
Experience within a shared services operating environment;
Experience or training in Windows operating system and Microsoft Office 365 applications;
Experience in developing and implementing training and/or workshop for functional users

*Applications accepted online only at [https://www.tbr.edu/hr/job-opportunities-tbr-system-office](https://www.tbr.edu/hr/job-opportunities-tbr-system-office)*