



Job Description

Position Title	Officer / Senior Officer
Department	Office of Student Finance
Reporting To	Manager, Office of Student Finance
Date	August 7, 2025
Type of Position	Full Time

POSITION DESCRIPTION

The role involves assisting the Supervisor in the Scholarship and Financial Aid (SAFA) segment, of Office of Student Finance, by reviewing and tracking student SAFA applications, ensuring accuracy, and following up on missing or unclear information or documents. Responsibilities include maintaining detailed records of financial aid and scholarships from admission through graduation, managing document filing, and updating tracking sheets. The candidate will handle rigorous communication with students, track changes in the process, and ensure compliance with institutional policies. Strong organizational skills, attention to detail, and proficiency in data management tools are essential for maintaining confidential and up-to-date records. The role supports seamless SAFA operations by ensuring timely processing and accurate record-keeping.

DUTIES AND RESPONSIBILITIES

Responsible to Maintain the Scholarship & Financial record:

SAFA in Admissions Process

- Liaise with the Office of Admissions, for the list of shortlisted candidates with relevant information, and maintain accurate and updated details of SAFA forms submitted by the applicants.
- Review and check the details and documents provided ensuring completeness of record.
- Investigate and resolve any discrepancies or ambiguities in SAFA applications through analysis of the data and direct communication with the applicants, where needed.
- Assist in providing completed information of SAFA forms for the SAFA Committee review & recording of decisions and get final SAFA allocation sheets signed based on the decisions.

SAFA of Existing Students

- Assist immediate supervisor in handling financial aid processes of existing students, during their studies, in Transportation, Convocation, Summer, Annual Financial Aid Review, Annual Financial Aid record update, and any other SAFA related activities.
- Review SAFA forms for completeness, follow up on discrepancies, and maintain updated records through clear student communication. Provide SAFA forms for SAFA Committee review & record decisions and get final SAFA allocation sheet signed based on the decisions.

Other SAFA Related Matters of Existing Students:

SAFA Compliance & Adjustments

- Assist in enforcing scholarship & financial aid policies by implementing warnings, revocations, and restorations based on predefined academic/performance and other criteria's.
- Ensure timely communication of status changes to affected students.

Semester-Based Scholarship Coordination

- Prepare/verify lists of students eligible for High Academic Achievement and Leap Scholarships, in close coordination with Academic Systems Department, for committee review.
- Communicate approved awards to students and update records accordingly.

Donor-Funded Aid Management

- Assist in maintaining the Donor Allocation Sheet, in collaboration with the Office of Resource Development, based on the donors identified by them.
- Ensure accurate tracking of donor-sponsored SAFA agreed upon with the Office of Resource Development.

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Students' Record Management:

- Maintain the SAFA records on PeopleSoft Module/Other ERP Solution (Software) with the coordination of immediate supervisor.
- Record and changes in SAFA on Software as per decision during studies by the Committee.
- Reconciliation of students' records and update in Software.
- Responsible to maintain the students file records and financial decision in Software.

Other tasks and responsibilities:

- Handling queries of all prospective and existing students regarding Scholarship and Financial Aid.
- Preparation of different types of Reports related to Scholarships and Financial Aid.
- Responsible to maintain the scholarship and financial aid policies.
- Any other ask assigned by the Supervisor.

REQUIRED JOB SPECIFICATIONS

Required Qualification	<ul style="list-style-type: none">• BBA/MBA in Finance OR ACCA/ ICMA/CA Finalist
Required Experience	<ul style="list-style-type: none">• 2 to 4 years of experience in relevant profile, preferably in service sector.• Prior work in financial aid, scholarships, or student services (preferred).• Worked on ERP/PeopleSoft Student Financials module or any other Oracle based software will be considered an added advantage.• Must have experience on handling bulk emails on MS Outlook and large data management in MS Excel.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

<i>S#</i>	<i>Competency</i>	<i>Description</i>	<i>Criticality (High / Low / Medium)</i>
1.	Analytical Skills	Reviewing data, spotting errors, ensuring accuracy, resolving discrepancies.	High
2.	Attention to Details	Accuracy in reviewing forms and tracking changes.	High
3.	Computer Skills (Excel, Outlook, etc.)	Proficiency in Excel / databases for tracking.	Medium
4.	Communication Skills	Professional follow-ups with students / applicants / parents	High
5.	Confidentiality	Handle sensitive financial / student data securely.	High
6.	Teamwork	Coordinate with peers and other offices.	Medium
7.	Organizational & time-management	Effectively and efficiently managing tasks within given timeliness.	High
8.	PeopleSoft (Oracle)	PeopleSoft Student Financials software.	Low

Verified By (For HR Only)_____
Line Manager (If Any)_____
Head of the Department

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