

## Open to the Public Student Financial Advisor

### Department of Workforce, Advanced Learning and Population Location – Charlottetown, Atlantic Technology Centre

#### Full-Time Classified Position (Commencing Immediately)

The [Department of Workforce, Advanced Learning and Population](#) is committed to Equity, Diversity, Inclusion and Accessibility. Our goal is to build a public sector workforce that reflects the diverse communities we serve and to promote welcoming, diverse, inclusive, respectful workplaces that are accessible to all. We welcome all interested individuals including Indigenous People, persons with disabilities, Black, racialized, ethnic and culturally diverse groups, as well as all people regardless of their sexual orientation, gender identities, and gender expressions. Those looking for more information are invited to visit our [Diversity & Inclusion Policy](#).

Reporting to the Manager of Financial Services, the Student Financial Advisor (SFA) is responsible for providing quality and accurate client service to students, parents, post-secondary institutions, and community organizations as well as investigating, revising and collaborating in the preparation and assessment of Federal/Provincial student loans according to appropriate legislation, regulations and policies. The SFA is also responsible for the administration and delivery of a suite of grants and bursaries for Prince Edward Island students.

Duties will include:

- Reviewing and evaluating a high volume of student loan applications including determining eligibility, following up with clients and various stakeholders regarding incomplete applications, and gathering supplementary documentation;
- Explaining criteria and responding to inquires concerning the Canada Student Loan (CSL) and PEI Student Loan (PSC) programs, and various Federal grants and Provincial bursaries;
- Providing guidance and information to clients regarding the appeal process;
- Making presentations to community groups, post secondary institutions and at job fairs;
- Reviewing, approving and preparing the financial payments for various bursary and grant programs;
- Updating Student Aid Management Software and logging all client/stakeholder correspondence;
- other related duties as required.

#### Minimum Qualifications:

- Successful completion of a Diploma in Business Administration, Administration Assistant, Office Studies or a related program from a recognized institution.
- [Demonstrated equivalencies will be considered.](#)
- Considerable experience administering or managing a Federal/Provincial program.
- Knowledge of program delivery requiring skills in organization, time management, public relations and communications;
- Excellent interpersonal skills with proven ability to develop positive working relationships with external and internal individuals, groups and clients.
- Ability to communicate effectively through presentations to a variety of audiences with varying levels of background, knowledge and education;
- Skilled in problem-solving and conflict resolution techniques to resolve issues with individuals and general public;
- Willingness to accept new challenges and work in a team environment;
- Knowledge of word processing and commercial software such as Microsoft Office;
- Must have a good previous attendance and work record and a satisfactory criminal record check prior to beginning employment.

#### Other Qualifications:

- Knowledge of Student Assistance Programs and Services considered an asset
- Experience with various software specifically used in administering student aid, such as SAMS, Confirmation of Enrollment portal, Galaxy, and the student's MyPath portal considered an asset

**Preference will be given to UPSE Civil Employees as per the UPSE Civil Collective Agreement.**

**This competition may be used to fill future job vacancies.**

**Please Note: Please ensure the application clearly demonstrates how you meet the noted qualifications as applicants will be screened based on the information provided. The successful candidate will be the only individual receiving written notification of competition results. The "Notification of Successful Candidates" list posted on the Employment Opportunity board will serve to inform all other applicants of competition results.**

**Salary Range:** \$26.68 - \$31.83 per hour (Level 12 UPSE) (\$52,026 - \$62,069 annually)  
**Bi-weekly Hours:** 75.0 hours bi-weekly  
**Posting ID#:** 162346-0424WALPO  
**Closing Date:** Thursday, May 2, 2024 5:00 p.m.

Where possible, submitting an electronic resume or job application is preferred. Otherwise, please return application forms to the PEI Public Service Commission, P.O. Box 2000, Charlottetown, Prince Edward Island, CIA 7N8. Applications may be sent by fax to (902)368-4383. **DUE TO THE FACT THAT RECEIPT OF APPLICATIONS BY FAX CANNOT BE GUARANTEED, APPLICANTS TRANSMITTING THEIR APPLICATIONS BY FAX MAY WISH TO CONFIRM RECEIPT BY TELEPHONE OR IN PERSON PRIOR TO THE CLOSING DATE.** Please ensure that the appropriate Posting I.D. number is stated on all application forms. You can apply online or obtain an application form by visiting our web site at [www.jobspei.ca](http://www.jobspei.ca). Forms may also be obtained by contacting any PEI Government Office, ACCESS PEI Centre, Regional Services Centre, or by telephoning 368-4080.