



## **Position Announcement**

<b>Title:</b>	<b>Financial Aid Support Associate 4</b>
<b>Classification:</b>	Non-Exempt – Full-time
<b>Direct supervision received from:</b>	Vice President Finance and Human Resources
<b>Functional supervision received from:</b>	TCATN President
<b>Office Location(s):</b>	100 White Bridge Pike; Nashville, TN 37209
<b>Hours:</b>	Monday – Thursday or Monday – *Friday schedule (37.5 Hours Weekly, *Friday hours are 7:00 – 3:30 each week) Training period will be an M-F schedule

### **FUNCTION OF THE JOB:**

The Financial Aid Support Associate is responsible for ensuring all financial aid processing functions are provided in a timely and accurate manner and in compliance with all applicable institutional, TBR, state, and federal regulations, policies, and guidelines. This position administers state and federal aid programs, performs Pell Grant reconciliation, federal student aid verification, Return of Title IV (R2T4), and other financial aid related functions for the technical college.

### **DUTIES AND RESPONSIBILITIES:**

- Administer all state aid programs to include Wilder-Naifeh Technical Skills Grant, Tennessee Promise Scholarship, and Tennessee Reconnect Grant.
- Assist in interpreting new policies and how these policies will affect Banner set up.
- Perform verification and conflicting data resolution.
- Assist with financial aid packaging processes.
- Process daily financial aid workflows.
- Process Return of Title IV (R2T4).
- Reconcile financial aid accounts.
- Maintain adequate financial aid records.
- Review student progress and continuing eligibility for financial aid.
- Assist the Assistant Vice Chancellor, Enrollment Management and Banner Shared Services staff with all other Banner financial aid maintenance as directed.
- Field TCAT employee financial aid related questions and research financial aid transaction processing concerns.
- Work cooperatively and effectively with other TCAT and TBR Central Office departments. Communicate to employees and administration regarding financial aid 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, as necessary.
- Oversee the submission of data to the National Student Clearinghouse to ensure timeliness and accuracy.
- Assist in the preparation of all necessary TBR, state, and federal financial aid related reports.
- Perform additional duties as assigned.

**MINIMUM ACCEPTABLE QUALIFICATIONS:**

- Associate degree in a related field from an accredited institution. A comparable combination of education and related employment experience may be considered.
- Minimum of five (5) years of full-time experience in accounting or financial processes within the last seven (7) years; financial aid experience preferred.
- Ability to deal tactfully with the public and co-workers.
- Ability to communicate well on a functional level in both written and verbal form.
- Ability to maintain confidentiality.

**GENERAL REQUIREMENTS:**

- Verification and documentation of student eligibility for aid program.
- Calculation and entry of student awards in online student information management system.
- Counseling current and prospective students regarding all aspects of financial aid programs and third-party student aid programs.
- Serving as School Certifying Official for veterans' benefit programs.
- Coordination of work study employment and annual work study budget preparation.
- Reviewing and verifying student eligibility each term for all aid programs.
- Assisting with recruitment activities such as FAFSA Frenzy, new student orientations, etc.
- Other duties as assigned.

**SALARY:** Commensurate with education and experience

**APPLICATION DEADLINE:** Review of applications will begin immediately, and applications will be accepted until position is filled.

**SPECIAL INSTRUCTIONS TO APPLICANTS:** Unofficial transcripts are acceptable for the application process. Official transcripts are required upon hire. Applicants may be subject to a background check.

**APPLICATION PROCEDURE:** Interested individuals should submit a cover letter, résumé and TCAT Nashville application via email, fax, or mail to:

Email: [rachel.white@tcatnashville.edu](mailto:rachel.white@tcatnashville.edu)

Fax: 615-425-5582

Tennessee College of Applied Tech - Nashville  
ATTN: Human Resources  
100 White Bridge Road  
Nashville, TN 37209

**Please download this application, fill it out, and save it with your name**

<https://tcatnashville.edu/sites/default/files/media/2025-05/TCAT%20Employment%20Application%20%28Revised%205-2025F%29%201.pdf>

TBR does not discriminate on the basis of race, color, religion, ethnic or national origin, sex, disability, age, status as a covered veteran, or genetic information in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Melanie Buchanan, Vice President, [melanie.buchanan@tcatnashville.edu](mailto:melanie.buchanan@tcatnashville.edu), 615-425-5570.

**EOE/AA/Title IX/Title VI/ADA Employer "A Tennessee Board of Regents Institution"**