

Job Class Profile: Student Aid Information Officer**Pay Level: CG-28 Point Band: 578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	2	3	3	3	3	1	2	
Points	233	67	13	14	90	65	62	21	21	586

JOB SUMMARY

The Student Aid Information Officer performs specialized work in communicating with varied clientele of the Student Aid Division on a wide range of issues related to provision of financial assistance for post-secondary training and education.

Key and Periodic Activities

- Responds to general and specific enquiries received from clients via mail, fax, email or in person for printed material, explanations pertaining to decisions on complicated cases, etc.
- Provides general information and career advice to students pertaining to financial investments for particular programs and responsibilities pertaining to the investment.
- Explains acts, regulations, policies and procedures of the various financial assistance programs to applicants; drafts responses and/or prepares briefing notes relative to Ministerial correspondence dealing with individual cases.
- Liaises with representatives of educational and financial institutions resolving problems related to individual applications.
- Researches, prepares and distributes printed material pertaining to the Provincial financial assistance program; plans, co-ordinates and conducts information sessions for client groups.
- Participates in the development of other components of comprehensive communication strategies including designing posters, newspaper and radio advertisements, etc.

SKILL**Knowledge****General and Specific Knowledge:**

- Thorough knowledge of all financial assistance programs available and the application process.
- Knowledge of all Student Aid Division programs as well as a working knowledge of financial assistance programs administered by various educational institutions.

Formal Education and/or Certification(s):

- Minimum: Completion of an Undergraduate Degree including course work in psychology, marketing, communications or social science.

Years of Experience:

- Minimum: 3-5 years experience working in a lending institution with a focus on direct client interaction.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions, and providing information and direction. Interactions include listening to client inquiries and providing information on the financial assistance available for post-secondary training and education.
- Communication occurs with employees within the immediate work area, students, representatives of educational and financial institutions and the general public.
- Most significant contacts are clients, coworkers, and outside agencies.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue, requiring periods of rest.
- Occasionally required to lift promotional material, etc.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Occasionally required to bend and stretch re-filing documents.
- Regularly required to perform fine finger/precision work while sitting using a keyboard and mouse responding to information requests from clients.

Concentration

- **Visual** concentration is regularly required when using a computer to perform information searches for clients.
- **Auditory** concentration is required on a regular basis when listening to clients requests and gathering information from outside educational and financial institutions.
- Work is occasionally impacted **by interruptions and time pressures/deadlines** with a **lack of control over work pace** (i.e. there may be several clients looking for information at the same time).

Complexity

- Work typically involves tasks that are similar and allow the use of similar knowledge and skills.
- Tasks tend to be repetitive and well-defined. Problems tend to be regularly simple with obvious solutions and can be addressed by following procedures and/or guidelines.
- The most typical challenge is providing information, guidance and direction to clients on the availability of financial assistance and the steps involved in assessing needs and entitlement. These issues at times may be on an individual basis and require detailed explanation on the implications for that individual.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed with considerable independent initiative and judgement within established policies under the direction of a Manager.
- Independently responds to inquiries and participates in the development of the Division's

communication strategy.
Impact
<ul style="list-style-type: none"> — Impacts generally affect clients. — Providing inaccurate information in response to client requests may result in the client's inability to access the anticipated financial assistance. — In the event of a mistake or error, consequences are felt on clients and can be resolved quickly. — Printed material and the assessment process are in place to minimize potential errors.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — May be required to provide orientation and/or common advice or guidance to new employees.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Not required to take any special precautions or wear safety equipment. — Typically some adverse environmental conditions such as glare from computer, noise from distractions and lack of privacy as a result of working in an open office environment.