

Job ID: 389799

Location: Toronto, ON

Full/Part Time: Full-Time

Regular/Temporary: Regular

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About Toronto Metropolitan

At the intersection of mind and action, Toronto Metropolitan University (TMU) is on a transformative path to become Canada's leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current [academic plan](#) outlines each as core values and we work to embed them in all that we do.

TMU welcomes those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us in realizing the benefits of embedding these values into the work at every level and in every unit of the university. In addition, to correct the conditions of disadvantage in employment in Canada and to bring lived experiences to the work, we encourage applications from members of equity deserving groups that have been historically disadvantaged and marginalized, including First Nations, Métis and Inuit Peoples in Canada, First Nations Peoples in the United States, racialized people, Black people, persons with disabilities, women, and 2SLGBTQ+ people. Preference will be given to candidates with lived experiences as people from equity deserving groups, as well as experience working with these communities with which the University works every day. Please note that all qualified candidates are encouraged to apply and we welcome newcomers and immigrants to Canada.

In April 2022, the university announced its new name of Toronto Metropolitan University. Learn more about our [next chapter](#).

The Opportunity

Are you a knowledgeable and empathetic leader with a passion for helping students navigate their financial journeys? Do you have a keen eye for detail and a commitment to operational excellence? Toronto Metropolitan University (Toronto Met) is seeking a dedicated **Manager, Student Financial Assistance** to lead our vital department.

The Manager, Student Financial Assistance will lead and manage the day-to-day function of the Student Financial Assistance department which includes oversight of the Ontario Student Assistance (OSAP) government funding program, out-of-province loans, USA government loans and/or other provincial and private aid programs, and Career Boost. The successful candidate will ensure that programs are administered in accordance with published policy and government framework and in an attentive, high quality manner. Additionally, they will collaborate with other leaders in the RO to deliver exemplary service to students, staff and the greater Toronto Metropolitan University community.

Qualifications

To help us learn more about you, please provide a cover letter and resume describing how you meet the following required qualifications:

- Completion of an undergraduate degree
- Minimum of 5 years of progressively more responsible experience in a post-secondary and client service environment is required
- Supervisory role in a post-secondary environment
- Client service experience in diffusing complex and emotionally volatile situations
- Prior experience in administration of government student loan programs is required
- Exemplary time management skills
- Strong communication & interpersonal skills, leadership, team-building, and mentorship skills
- Strong analytical and reasoning skills, mathematical/scientific calculation and interpretive skills, presentation/public speaking skills, creativity and innovation
- Demonstrated exemplary advising, counselling and negotiation skills
- Conflict resolution and negotiation skills and ability to work independently as well as part of a team
- Research skills - the compilation of statistical data and interpretation of the same
- Developing, documenting and implementing business processes
- Coordinating the work flow and output of staff, in motivating and mentoring staff, and in addressing work performance issues and resolving staff conflict
- Knowledge of student information systems and financial management systems

Leadership Competencies

Leaders at TMU are required to demonstrate the following Leadership Competencies:

- **Acts with Integrity:** Demonstrates behaviors aligned with high ethical standards and personal integrity and acts in accordance with TMU values.
- **Builds Relationships of Trust & Collaboration:** Actively builds a culture of trust and fosters meaningful relationships.
- **Leads Inclusively:** Creates an inclusive environment where everyone is respected, recognized, empowered to achieve their potential, and valued for their differences.
- **Demonstrates Organizational Acumen:** Understands and respectfully navigates complex internal and external environments using sound judgment, diplomacy, and tact.
- **Drives Vision & Results:** Creates and implements a vision grounded in sound decision-making to achieve desired outcomes.

Additional Information (MAC)

Position Number(s)	20001919
Reports To	Associate Registrar, Student Financial Services
Department	Student Financial Services
Employee Group	MAC
Vacancy Type	Term
Work Location	Hybrid
Start Date	ASAP
End Date	June 30, 2026
Hours of Work	36.25

Grade	C51
Salary Scale	\$77,580 - \$123,926
Hiring Salary Range	\$77,580 - \$100,753
TA Specialist	-
Posting Date	July 8, 2025
Application Close Date	July 21, 2025

- Equivalent experience or a combination of equivalent experience and education may be accepted in place of education.
- As part of the selection process, candidates may be required to complete an occupational assessment.
- Applications will only be accepted online through Toronto Metropolitan University's career site.
- We will provide an accessible experience for applicants, students, employees, and members of the Toronto Metropolitan University community. We are committed to providing an inclusive and barrier-free work environment, starting with the recruitment process. If you have restrictions that need to be accommodated to fully participate in any phase of the recruitment process, please submit your request through the [AskHR webform](#). All information received in relation to accommodation will be kept confidential.