JOB DESCRIPTION

JOB TITLE: Financial Aid Specialist – Part-Time

DEPARTMENT: Financial Aid

FLSA: Non-Exempt

LOCATION: Union Campus

LEVEL: 104

REPORTS TO: Director, Financial Aid

DATE: 05/17/2011

POSITION SUMMARY:
Responsible for providing customer service and assisting students in all phases of the financial aid application process. Knowledgeable about all financial aid programs and procedures.

ESSENTIAL TASKS:

- Assist student financial aid applicants and recipients by providing accurate information, appropriate materials, and procedural instructions for completing the FAFSA.
- Assist students by providing general information on all available financial aid programs.
- Schedule loan appointments; provide information and assistance to students to complete loan applications, entrance counseling and Master Promissory Notes.
- Collect and record required documents related to financial aid applications in a manner which is consistent, organized and meets all federal, state and institutional guidelines.
- Code documentation appropriately and enter into the Colleague Communication Management System.
- Process awards for various state financial aid programs for targeted student populations; process student financial aid accounts.
- Maintains and appropriately routes in-coming faxes in the ImageNow workflow.
- Assist with verifying data on student financial aid applications using appropriate tax information and documentation provided by the student; submit necessary corrections to government agency for reprocessing
- Assist with processing and documenting initial financial aid applications and calculating initial awards.
- Assist with retrieving financial aid files ready for processing from the Department of Education.
- Assist with performing process to import all federal aid data into the Colleague system, EDExpress, EDConnect and ImageNow.
- Assist students who apply for VA education benefits. Process and record VA benefits in cooperation with other financial aid specialists.
- Assist with the file transfer system, Pell grant and SEOG management, verification of all selected federal applications and calculation of satisfactory academic progress.
- Cooperate with financial aid specialist to award and record student scholarships.
- Assist Associate Director with the Default Prevention efforts by coordinating monthly mailings as well as placing phone calls to delinquent borrowers.
- Performs document imaging functions as needed.
- Performs assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, an standards in a safe mannr and with minimal supervision.

ADDITIONAL RELATED JOB DUTIES:

- Cross-trained on verification/pull-in process; A+ and scholarship awarding information.

KNOWLEDGE, SKILLS, and ABILITIES:

- Basic customer service skills.
- Problem solving skills.
Ability to work effectively with diverse student population.
Ability to work accurately and efficiently at a fast pace with constant interruptions.
Ability to maintain cooperative working relationships with people.
Ability to handle confidential matters.
Able to give detail guidance to students both in person as well as on the phone.

LEADERSHIP and COMMUNICATION SKILLS:
- Follow complex rules or systems, using professional literature and technical reports; and/or enforce laws, rules, regulations, or ordinances.
- Communicate with internal and external groups; write manuals and complex reports; persuade or influence others in favor of a service, point of view, or course of action.

DECISION-MAKING and ANALYTICAL SKILLS:
- May be responsible for actions of others requiring development of procedures and constant decisions affecting subordinate workers, crime victims, patients, customers, clients, or others in the general public.
- Perform specialized technical work involving data collection, evaluation, analysis, and troubleshooting, or reports on operations and activities of a department, or performs general coordination of individual or departmental activities.

EQUIPMENT/SOFTWARE:
- Use office machines such as copiers or calculators.
- Use computers for data entry, word processing, spreadsheets, PowerPoint presentations, or custom applications.

WORKING CONDITIONS: the following physical conditions and hazards may be encountered in this position:
- Indoor environment
- Dust
- Noise

PHYSICAL REQUIREMENTS:
- Standing under 1/3 of the time.
- Walking under 1/3 of the time.
- Sitting up to 2/3 of the time.
- Using hands under 1/3 of the time.
- Talking or hearing up to 2/3 of the time.
- This position requires lifting up to 10 pounds 1/3 of the time.
- This position requires lifting up to 25 pounds under 1/3 of the time.

This position has the following special vision requirements:
- Close vision (clear vision at 20 inches or less)
- Peripheral vision (ability to observe an area that can be seen up or down or to the left and right when vision is fixed on a given point)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

POSITIONS SUPERVISED:
- None

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.)
- Completion of associate’s degree
- 1 Year related experience
Signatures

I have read and reviewed the above job description with my immediate supervisor.

__________________________________________  _________________________________________  Employee
Signature/Date                                Supervisor Signature/Date