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|  | **JOB DESCRIPTION** |
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**JOB TITLE:** Financial Aid Specialist – State Programs

**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 and A+ funding.
* Performs FA/SP application announcement/collection/certification of the Marguerite Ross Barnett scholarships.
* Performs awarding and certification of Bright Flight scholarships.
* Performs awarding and certification of Access Missouri scholarships.
* Performs awarding and certification of Public Service Officer Survivor Grant scholarships.
* Performs any/all necessary return of funds to MDHE on ineligible state funds.
* Certifies ETV eligibility forms and places award amount in Colleague.
* Performs assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**ADDITIONAL RELATED JOB DUTIES:**

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

**KNOWLEDGE, SKILLS, and ABILITIES:**

* Knowledge of general office procedures and equipment. Basic tax forms - 1040, 1040A, 1040EZ, W2's. Computer software - Microsoft Office, Colleague, ImageNow, Internet, FAMOUS.
* 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