

**JOB TITLE:** Financial Aid Specialist- State Programs

**DEPARTMENT:** Financial Aid

**LOCATION:** Union Campus

**REPORTS TO:** Director, Financial Aid

**FLSA:** Non-Exempt

**LEVEL:** 104

**DATE:** 2/20/20; 9/20/19, 9/25/18

**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.

**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 and 1 Year related experience.

**ESSENTIAL TASKS:**

*(Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.)*

- 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.
- 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.
- Performs FA/SP application announcement/collection/certification of the Marguerite Ross Barnett scholarships.
- Performs awarding and certification of Bright Flight scholarships.
- Performs awarding and certifications of Access Missouri scholarships.
- Performs awarding and certifications of Public Service Officer Survivor Grant scholarships.
- Performs awarding and certifications of Wartime Verteran's Survivors Grant Program.
- Performs awarding, certifications and loan counseling of Fast Track Workforce Incentive Grant program.
- Performs awarding and certifications for Advanced Placement Incentive Grant program.
- Performs any/all necessary return of funds to MDHE on ineligible state funds.
- Performs waiver processing for Employee Tuition Waiver Request, Senior Citizen Tuition Waiver and the HiSET Transitions Scholarship.
- Certifies ETV eligibility forms and places award amount in Colleague.
- Performs scanning/linking/checking or financial aid documents to the appropriate student files in ImageNow.
- Cross-trained on verification/pull-in process; A+ and scholarship awarding information.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.

- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), and other applicable laws pertaining to employment and education; ability to plan, organize and implement assigned responsibilities and to work independently and well under pressure to meet deadlines; excellent organizational and planning skills; ability to participate as a team member, ability to adjust to change; ability to handle confidential material judiciously; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple tasks and projects; ability to perform all essential functions using safe work methods and following safety regulations relating to job.

**LEADERSHIP and COMMUNICATION SKILLS:** Ability to respond meaningfully to the needs of individuals with respect and sensitivity; ability to exchange ideas, information, and opinions with others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to prioritize tasks and projects; ability to meet timelines and follow-through; ability to handle interpersonal conflict situations; demonstrate ethical conduct and professionalism; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public.

**DECISION-MAKING and ANALYTICAL SKILLS:** Ability to follow policy and established methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

*(The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.)*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:** None

**SIGNATURE:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*