

**JOB TITLE:** Financial Aid Specialist – Pell and Verification  
**DEPARTMENT:** Financial Aid  
**LOCATION:** Union Campus  
**REPORTS TO:** Director, Financial Aid

**STATUS:**  
**FLSA:** Non-Exempt  
**LEVEL:** 104  
**DATE:** 10/17/17

**POSITION SUMMARY:** Responsible for a variety of financial aid functions related to the file transfer system, Pell grant and SEOG management, verification of all selected Federal applications and calculation of satisfactory academic progress.

**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 tasks to the satisfaction of the employee's supervisor.)*

- Inform students and parents regarding financial aid programs and procedures and assist with the application process.
- Provide guidance to financial aid applicants concerning financial planning, resources, and economic responsibilities.
- Verify data on student financial aid applications using appropriate tax information and documentation provided by the student; submit necessary corrections to government agency for reprocessing
- Evaluate each applicable financial aid recipient/applicant for compliance with satisfactory academic progress requirements.
- Maintain list of students who are on probation or suspended and notify student of their status at the end of each semester.
- Answer questions, inquiries, or requests of students, parents, lenders, guarantee agencies, staff in person, in writing or by telephone regarding financial aid eligibility and awards.
- Manage the communication module for tracking documents.
- Set up new school year documents and help create new communication codes for the new school year.
- Manage the Pell grant program.
- Coordinate the Pell grant disbursement record sent to the Department of Education through the SAIG portal.
- Resolve multiple reporting and monitor transfer students.
- Process and document initial financial aid applications and calculate initial award
- Manage SEOG program including budgeting of students to be awarded each semester.
- Retrieve financial aid files ready for processing from the Department of Education.
- Performs scanning/linking/checking of financial aid documents to the appropriate student files in ImageNow.
- Perform process to import all federal aid data into the Colleague system, EDExpress, and ImageNow.
- Back up front desk as needed.
- Prepare award letters to be sent.
- Prepare missing information letters to be sent.
- Cross-trained in counseling students on basic A+ eligibility criteria.
- 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.*