

**JOB TITLE:** Financial Aid Advisor - Veterans & Agency

**DEPARTMENT:** Student Development

**LOCATION:** Union Campus

**REPORTS TO:** Director, Financial Aid

**FLSA:** Exempt

**LEVEL:** 201

**DATE:** 4/4/22; 06/22/16

**POSITION SUMMARY:** Responsible for awarding and certifying Veterans' and state/federal agency benefits, maintaining student eligibility information, and providing financial aid advisement to ECC Student Veterans and agency award recipients.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of bachelor's degree; two years related experience

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

- Administer the VA and Agency Sponsored programs to students at East Central College, including Veterans funding, WIOA funding, Trade Funding and Vocational Rehabilitation programs. Serve as the financial aid advisor to ECC program sponsored recipients. Serve as the agency liaison to other ECC departments, the Veterans Administration, the Missouri Career Center and other state agency sponsors.
- Manage all VA and Agency budgets and report funding to the appropriate agency each semester.
- Advise VA and Agency Sponsored applicants and recipients concerning student aid procedures, costs associated with attending a post-secondary educational institution, personal budget development, and the economic responsibilities related to student and awards.
- Advise new and continuing students on course selections, course withdrawals, degree programs, educational opportunities; educational policies, regulations, and administrative procedures related to their sponsored program.
- Identify and evaluate students' needs; collaborate with students to set educational objectives, evaluate ongoing academic progress, and prepare students to meet graduation and transfer requirements.
- 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.
- Promote student retention by demonstrating an understanding of students' areas of interest, college and community resources, scholarship opportunities, and difficult financial and personal issues surrounding students' lives.
- Create and maintain a complete list of eligible VA and Agency Sponsored students, reviewing cumulative grade point averages each semester for certification and continued eligibility purposes.
- Monitor the student financial assistance academic progress policy to determine continued student eligibility.
- Adjust spreadsheets and student accounts daily to match eligibility. Send letters to students informing of eligibility and missing information
- Manage and maintain billing for other VA designated colleges for eligible courses taken at ECC.
- Bill each agency sponsored entity and coordinate all incoming funds with the Business Office Manager.
- Monitor and update the ECC website with all Veterans program opportunities as well and all agency sponsored programs; writing brief descriptions of the criteria and deadlines for applications.
- Develop and conduct presentations as needed.
- Serve as the point of contact for the Missouri Career Center – providing on-site presentations as needed.
- Provide guidance to financial aid applicants and loan recipients concerning financial planning, resources, and their economic responsibilities related to awards.
- Serve as the VA Certifying Official.
- Assist student financial aid applicants, VA recipients by providing accurate information, appropriate materials, and procedural instructions for completing the FAFSA.
- Schedule loan appointments; provide information and assistance to students to complete loan applications, entrance counseling and Master Promissory Notes.
- Collect required documents related to financial aid applications in a manner which is consistent, organized and meets all federal, state and institutional guidelines.

- Answer questions, inquiries, or requests of students, parents, staff in person, in writing or by telephone regarding financial aid eligibility and awards.
- Serve as the backup on the Verification Process.
- Assist students by providing general information on all available financial aid programs.
- Code documentation appropriately and enter into the Colleague Communication Management System.
- Coordinate receiving and documentation of records with financial aid specialists.
- Process awards for various state financial aid programs for targeted student populations; process student financial aid accounts.
- Process VA Annual Approval of Programs and add/delete any programs as needed with DESE.
- Process annual Military MOU tuition rates and programs with Department of Defense.
- Process Federal Military tuition assistance through ArmyIgnited uploading degree plans, class enrollment, grades and graduation as well as approving education paths and tuition assistance requests.
- Available to present at orientations as well as other admission/welcome events.
- Available for on-site and off-site FAFSA completion events.
- Complete the family services forms, cross-trained on the tracking process; verification; giving A+ general 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 guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, and standards in a safe and efficient manner, 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 present materials effectively to individual students or groups; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; 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 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; ability to give instructions or assignments to 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 and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning.

**DECISION-MAKING and ANALYTICAL SKILLS:** Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Colleague, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

**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. The employee will be required to work or meet in the evenings and/or on weekends.

**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 lift, carry, push, and/or pull up to 20 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** 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.*