EAST CENTRAL COLLEGE

JOB TITLE: Financial Aid Advisor – A+ Program Management

DEPARTMENT: Student Development	**FLSA:** Exempt
LOCATION: Union Campus	**LEVEL:** 201
REPORTS TO: Director, Financial Aid	**DATE:** 9/27/21; 12/9/19; 06/22/19

POSITION SUMMARY: Responsible for communicating awards, maintaining A+ information, and providing financial aid advisement to ECC scholarship and A+ students.

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.*

- Manage all A+ budgets and report funding to the Missouri Department of Higher Education for eligible A+ students each semester.
- Advise A+ 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.
- 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 A+ students, reviewing cumulative grade point averages each semester for both eligible and ineligible A+ students.
- 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 A+ designated colleges for eligible courses taken at ECC.
- Develop and conduct presentations as needed.
- Provide guidance to financial aid applicants and loan recipients concerning financial planning, resources, and their economic responsibilities related to awards.
- Monitor the number of credits attempted per student for the A+ program.
- Monitor pending students.
- Cross-trained in student loan processing, work study awarding, and MDHE default grant processing.
- Available to present at orientations as well as other admission/welcome events.
- Available for on-site and off-site FAFSA completion events.
- 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.

Employee Signature/Date