

# JOB DESCRIPTION



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**Position Title:** Financial Aid Technician I/Loan Processor

**Department:** Financial Aid

**Employment Category:** Non-Exempt Staff

**Primary Location:** Sierra Vista Campus

**FLSA Classification:** Non-Exempt

**Remote Work Eligible:** No

**Parameters:** 40 Hours/Week; 12 Months/Year **Pay Grade:** NE05

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**Position Summary:** The Financial Aid Technician I/Loan Processor is responsible for processing student loans, monitoring and analyzing data for accuracy, assisting students in understanding and navigating the financial aid process, including communicating with Federal, State, and local agencies which provide financial assistance to students, advising students on aid applications, planning, resources, money management and available sources of aid and the process to qualify, and assisting students and staff in resolving financial aid eligibility related issues.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Performs exceptional customer services for students, employees, and the public; responds to inquiries concerning financial aid eligibility; ensures students understand all policies and procedures related to their financial aid records

Processes student financial aid applications according to college and federal guidelines and regulations; performs needed analysis calculations to determine eligibility requirements are satisfied per all federal, state and institutional laws; coordinates initial award estimates, authorization and certification of student awards or loans; determines award amount adjustments, changes, or corrections as needed

Maintains knowledge of federal, state, and college financial aid guidelines and procedures to evaluate and determine student eligibility for financial aid programs, uses professional judgment to approve or deny eligibility in the event of special conditions, or student petitions, calculates repayments, and confirms aid eligibility according to federal verification regulations.

Communicates with Federal, State, and local agencies which provide financial assistance to students; advises students on aid applications, planning, resources, money management, available sources of aid and the process to qualify

Conducts debt counseling as requested

Assists with consumer information on the website; serves as back up for clearinghouse and NSLDS; validates student enrollment for work study eligibility

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Processes and disperses student loans, analyzing and ensuring accuracy of data and compliance with guidelines; returns Title IV funds and maintains records as required by federal and state laws and regulations; and builds annual financial aid budgets

Prepares and maintains records and files for reporting purposes; compiles data and prepares special or recurring reports for supervisor or other departments as requested

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

## **Education and Experience Requirements:**

Associate's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Three years related experience

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures

Knowledge of current financial aid principles and techniques

Knowledge of federal, state, and local laws, regulations and guidelines related to assigned work

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment

Skill maintaining and reconciling financial aid records

Skill in basic math and bookkeeping practices and procedures

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work accurately, efficiently, and effectively with a variety of data

Ability to maintain accurate office procedures

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**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports To:** Director of Financial Aid

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.