

JOB DESCRIPTION



Position Title: Financial Aid Assistant

Department: Financial Aid

Employment Category: Non-Exempt

Primary Location: Douglas Campus or
Sierra Vista Campus

FLSA Classification: Non-Exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year **Pay Grade:** NE02

Position Summary: The Financial Aid Assistant is responsible for providing financial aid services to students, resolving student problems with financial aid issues, providing application information for scholarships, grants, and other financial aid programs. Ensuring student understanding of policies and procedures related to financial aid and supervising student workers.

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 by responding to inquiries concerning financial aid eligibility while ensuring students understand all policies and procedures related to their financial aid records

Interviews and assists students seeking financial aid, reviews applications and all pertinent documentation to ensure student eligibility requirements are satisfied in accordance with college, local, state and federal rules and regulations

Collects documentation and information for processing of applications; prepares student files for processing

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

One year related experience

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

JOB DESCRIPTION



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
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 attention to detail
Ability to work independently while contributing to a team environment
Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information
Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes
Ability to establish and maintain effective working relationships with other departmental staff, faculty, students and the public

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.