

JOB DESCRIPTION



Position Title: Financial Aid Technician I – Douglas Campus

Department: Financial Aid

Employment Category: Non-Exempt Staff

Primary Location: Douglas Campus

FLSA Classification: Non-exempt

Remote Work Eligible: No

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

Position Summary: The Financial Aid Technician I – Douglas Campus is responsible for providing comprehensive financial aid services to students and staff, including conducting presentations for the college and the community, resolving student concerns with registration issues in collaboration with the admissions and records office, processing financial aid awards, scholarships, grants and other financial aid programs within prescribed guidelines.

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:

Verifies student files in compliance with Title IV regulations, includes tracking receipt of required documents, entering data in to system, performing calculations to determine eligibility level and award appropriate federal funding; may make eligibility exceptions based upon circumstantial considerations; may make interpretations regarding Title IV regulations in the absence of the Director of Financial Aid; authorizes disbursement of funds to student accounts within prescribed guidelines

Maintains scholarship details in online and student information system, performing testing, and resolving issues as required; tracks scholarship awards and disbursements

Processes federal/state reports; gathers program information and statistics; follows established guidelines and regulations to ensure timely delivery of report documents

Analyzes Department of Education default data; designs and maintains Default Prevention Plan based upon analytical results

Coordinates initial award estimates, authorization and/or certifications of student awards and/or loans based on appropriate laws, regulations and rules; conducts debt counseling when appropriate; assists in preparing reports and information documents concerning financial aid as required by federal, state, institutional and/or private agencies

Provides support and backup to department staff at other locations as needed

Performs other 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.

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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 college admissions policies, standards and procedures
Knowledge of Federal and State laws, regulations, and policies pertaining to financial aid
Exceptional customer service and problem resolution skills
Knowledge of automated records processing
Knowledge of the proper operation of and the ability to use personal computers, standard office equipment
Knowledge of word processing, database, and spreadsheet software, specifically Microsoft Office applications and SCT Banner
Knowledge of and ability to create correspondence using proper letter composition, grammar, spelling and punctuation standards in English
Skill in applying moderate mathematical and financial concepts
Ability to interpret and apply college operational practices, policies and procedures, and the ability to assist employees and students in understanding them
Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail
Ability to work independently in meeting various time deadlines under pressures with frequent interruptions
Ability to effectively identify and resolve problems related to every-day administrative support functions
Ability to maintain strict confidentiality related to sensitive student and administrative information
Ability to communicate effectively, verbally and in writing; relate in a professional, helpful manner in person and over the phone
Ability to relate to a diverse population and to maintain composure when faced with difficult situations
Ability develop effective working relationships with executives, board members, supervisors, fellow employees, vendors, and the public
Ability to present ideas and concepts effectively orally and in writing

Work Environment: Work is primarily performed in an office setting under general supervision. Travel may be required.

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.