DISTRICT FINANCIAL AID SPECIALIST

DEFINITION

Under supervision of the Director of Financial Aid Systems and with minimal supervision, provide complex technical and analytical assistance to the Los Rios colleges in support of federal and state student financial assistance.

TYPICAL DUTIES

Provide technical assistance to district colleges in support of financial aid related issues including COTOP, grants, loans, scholarships, Federal Work-Study, and consortium agreements, employing extensive knowledge and understanding of financial aid programs and regulations, and system configurations; analyze and define student information systems functions, business processes and user needs, and perform functional configuration, testing and maintenance tasks for the district’s student information system modules that support financial aid according to operational and business needs; serve as a technical liaison between departmental end-users and IT staff in the analysis, design, functional configuration, testing, and maintenance of large student information system modules to ensure optimal system integration and performance; interface effectively with business process owners and users to identify, define, and document operational needs and objectives, current operational procedures, problems, input and output requirements, and levels of system access; work with and maintain large, data files; perform relational database queries, data analysis, interpretation, documentation, and presentation of research findings; coordinate with multiple colleges and departments to develop, implement, and maintain communications management module setup to provide for increased department efficiency.

Assess students’ and prospective students’ financial needs; perform needs analysis using PeopleSoft Campus Solutions or other applicable system; determine students’ eligibility for financial aid; assist with student information system set up; conduct mass processes including but not limited to: packaging, disbursement, checklist assignment, Common Originations and Disbursement file processing, and communication; conduct review of aid packages for satisfactory academic progress for continued eligibility, and monitor compliance with financial award conditions.

Assist with the development of the district’s standard practices and procedures for accurate data extraction, analysis, and MIS reporting; monitor financial aid disbursements and maintain accurate fiscal records; assist and coordinate with the establishment of districtwide student financial aid budget requirements; assist with troubleshooting student issues impacting the delivery of financial aid, providing information as appropriate to explain financial aid related matters to students and parents as needed; assist in analyzing and recommending improvements to business processes, ongoing outcomes assessment, program review and integrated planning processes, assuring adherence to accreditation standards; provide recommendations to improve software applications and procedures to maintain compliance with federal, state and local regulations and policies; work with internal and external auditors in providing records and documents for completion of periodic audits; plan, develop and implement training to support financial aid processes including an annual training plan; develop and conduct training programs for college and district staff; explain financial aid policies, procedures, and regulations to financial aid and college staff; prepare and deliver formal presentations, updates, or briefings; serve on committees, both internal and external, as required; preside over routine staff meetings; perform related duties as required.

QUALIFICATIONS
EXPERIENCE
Three years of experience directly related to the duties of the position.

(One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.)

EDUCATION
Bachelor's degree from an accredited institution in business, psychology, social service or related field.

KNOWLEDGE OF
Policies, procedures and processes relevant to the service area, including Federal, state, and local student financial aid rules and regulations; personal and financial problems of disadvantaged clients; principles and processes for providing effective customer service; the structure and content of the English language including the meaning and spelling of words, rules of composition, grammar, and effective letter and report writing principles; communicating effectively with others orally and in writing based on the needs of the audience; numbers, their operations, and interrelationships, including arithmetic; automated financial aid information processing systems; use of technology to effectively perform responsibilities, including but not limited to word processing, spreadsheets, databases and desktop publishing; statistical record keeping, financial record keeping, required reporting, and confidential record keeping; administrative and clerical procedures and systems, filing and records management systems, and other office procedures and terminology.

ABILITY TO
Perform the essential functions of the position; sustain regular work attendance; work cooperatively and communicate effectively with the public, students, faculty and staff, both orally and in writing; work with minimal direct supervision; collaborate effectively with college departments and cross-functional teams; describe reporting and database functionality needs to technical support staff; communicate technical and complex information to users at all technical levels; work successfully with diverse populations; exercise initiative and mature judgment; work as a member of a team; meet schedules and timelines; productively organize, prioritize, and support multiple concurrent projects; learn, interpret, explain and apply college and program policies, rules, and objectives governing the financial aid program; read, interpret, and apply federal regulations, policies and procedures regarding student financial aid and awards; analyze situations accurately and adopt an effective course of action; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; read, write and perform math functions at the level required for successful job performance; maintain up-to-date knowledge through training of laws, regulations, policies procedures and automated systems that guide or support financial aid programs; effectively learn and operate a number of computer applications including those designed specifically for processing financial aid in a multi-college relational database system.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Current office technologies, computers, printers, copiers, faxes and telephones; other equipment common to the field to which the position is assigned.