FINANCIAL AID OFFICER

DEFINITION

Under direction of assigned administrator, administers federal and state student financial assistance including: grants, loans, scholarships, Federal Work-Study, and consortium agreements. Conducts entrance and exit loan advising sessions. Employs extensive knowledge and understanding of financial aid programs and regulations. Operates a number of computer application software packages including those designed specifically for processing financial aid. Acts as lead to Financial Aid Office staff.

TYPICAL DUTIES

Maintains awareness of current trends and legislative activity having financial aid impact; interprets and implements federal rules and regulations required for student aid; and identifies and allocates available resources. Conducts individual and group entrance and exit loan counseling sessions and informational workshops. Explains financial aid policies, procedures and regulations to enrolled and prospective students; and conducts interviews and advises students seeking financial aid. Assesses students’ and prospective students’ financial needs; performs needs analyses, using College Scholarship Service or other applicable system; enters selection criteria into the financial aid computer system; determines students’ eligibility for financial aid; reviews and completes Stafford Student Loan applications; processes student applications using a computerized financial aid system; and coordinates and packages financial aid for applicants. Reviews and determines student eligibility for appeals, consortium requests, special circumstances, and dependency override requests. Conducts review of aid packages for satisfactory progress for continued eligibility; and monitors compliance with financial award conditions. Conducts individual advising sessions regarding debt management. Administers federal and state student assistance grants, scholarships, and consortium agreements; and completes Bureau of Indian Affairs applications. Operates a variety of internal systems including student administration software, document imaging, and Microsoft Office applications; and operates a variety of financial aid related computer programs including EDConnect, National Student Loan Data System, Return of Title Four program, Webgrants, and PCFAPS. Maintains record keeping and data management systems; analyzes data; and creates and generates reports from existing database using a computerized financial aid system to determine awards. Coordinates the scholarship program with donors and recipients. Develops written materials, brochures, and flyers to publicize financial aid programs and services. Expands outreach efforts to diverse populations and supports recruitment objectives by working with Outreach Center, Admissions, and public interest agencies. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE
Three years of experience in a financial aid office, or performing related financial aid tasks, or in a position of equivalent responsibilities; or three years of experience in a social service agency, preferably including work with disadvantaged clients.

EDUCATION
Bachelor's degree from an accredited college or university in business, psychology, social service or related fields. (Additional qualifying experience may be substituted for two years of the required education on a year-for-year basis.)

KNOWLEDGE OF
Knowledge of personal and financial problems of disadvantaged clients. Knowledge of federal, state, and local...
student financial aid rules and regulations and computerized financial aid systems. Knowledge of principles and processes for providing customer services including needs assessment techniques and quality service standards; and principles and techniques of interviewing and advising. Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, forms design principles, office procedures and terminology, student record systems; and data processing procedures. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; and letter and report writing principles. Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, statistics, and their applications. Knowledge of methods and practices of financial record keeping.

SKILLS IN
Skill in knowing how to find information; identifying essential information; and finding ways to structure or classify multiple pieces of information. Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others in writing and orally as indicated by the needs of the audience; and using mathematics to solve problems.

ABILITY TO (ESSENTIAL FUNCTIONS)
The ability to perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to learn and interpret rules, regulations and policies governing the financial aid program; and read, interpret, and apply federal regulations, policies and procedures regarding student financial aid and awards. The ability to analyze situations accurately and adopt an effective course of action; cope with stressful situations; and correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The ability to communicate effectively in both oral and written form; and understand and carry out oral and written directions. The ability to read and write at the level required for successful job performance; prepare and maintain complete and concise reports, files and records; and perform basic math functions quickly and correctly.

TYPICAL EQUIPMENT USED (May include, but not limited to)
PC, fax, copier, shredder, and ten-key calculator.