

DISTRICT FINANCIAL AID SPECIALIST

DEFINITION

Under supervision of the assigned supervisor/manager, with minimal supervision, provides complex technical and analytical assistance to the Los Rios colleges in support of federal and state student financial assistance.

TYPICAL DUTIES

Provides 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; analyzes and defines 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; serves 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; interfaces 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; works with and maintains large, data files; performs relational database queries, data analysis, interpretation, documentation, and presentation of research findings; coordinates with multiple colleges and departments to develop, implement, and maintain communications management module setup to provide for increased department efficiency.

Assesses students' and prospective students' financial needs; performs needs analysis using financial aid software system; determines students' eligibility for financial aid; assists with student information system set up; conducts mass processes including but not limited to: packaging, disbursement, checklist assignment, Common Originations and Disbursement file processing, and communication; conducts review of aid packages for satisfactory academic progress for continued eligibility, and monitors compliance with financial award conditions.

Assists with the development of the district's standard practices and procedures for accurate data extraction, analysis, and MIS reporting; monitors financial aid disbursements and maintain accurate fiscal records; assists and coordinates with the establishment of districtwide student financial aid budget requirements; assists 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; assists in analyzing and recommending improvements to business processes, ongoing outcomes assessment, program review and integrated planning processes, assuring adherence to accreditation standards; provides recommendations to improve software applications and procedures to maintain compliance with federal, state and local regulations and policies; works with internal and external auditors in providing records and documents for completion of periodic audits; plans, develops and implements, and conducts training to support financial aid processes including an annual training plan; explains financial aid policies, procedures, and regulations to financial aid and college staff; prepares and delivers formal presentations, updates, or briefings; serves on committees, both internal and external, as required; chairs routine staff meetings; performs 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.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

Applicable federal, state and local laws, policies and regulations, and office processes and procedures; personal and financial problems of disadvantaged clients; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position.

ABILITY TO

Perform the essential functions of the position; work with minimal direct supervision; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; 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; 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 applies federal regulations, policies and procedures regarding student financial aid and awards; exercise initiative and mature judgment; interpret and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies such as computers, printers, telephones and copiers; other equipment common to the field to which the position is assigned.