Financial Aid Assistant

BASIC FUNCTION:

Under the direction of the Director of Financial Aid and Scholarships, perform specialized clerical duties involving various Financial Aid programs according to federal and State regulations and requirements; provide assistance and information to students, staff and the public.

REPRESENTATIVE DUTIES:

1. Provide technical assistance and information to students regarding regulations and requirements of various federal, state and district financial programs such as grants, loans, work-study, fee waivers, scholarships, and contingency funds.

2. Instruct students in correct procedures for completion of forms and applications; inform applicants of requirements and restrictions; review forms and data files for accuracy and completeness; verify consistency of information.

3. Review and determine status of applications and forms; refer difficult issues for assistance and resolution; notify students of need for additional information.

4. Answer telephones and e-mail and provide information and assistance as required.

5. Monitor student loan accounts for appropriate due diligence activities; communicate with students, lenders, guarantors, collection agencies, credit bureaus, lenders, creditors and others concerning account status.

6. Prepare, receive and transmit student and account data files to verify student status, report disbursements and update borrower records.

7. Schedule and conduct group and/or individual entrance and exit interviews for student loan borrowers and student employees.

8. Provide assistance to prospective and current scholarship donors in developing criteria for advertising and selection; work closely with District Foundation staff in processing disbursements.

9. Interview, verify and process applicants for hire as student employees; monitor tax status, salary schedule placement, raises and update new assignments.

10. Interview Work-Study students for placement into positions on and off-campus; monitor coordination of off-campus work assignments.

11. Coordinate a variety of scholarship selection processes within the District.

12. Collect, compile, verify and record information for the preparation of various reports and/or reporting processes.

13. Maintain complex electronic records and prepare electronic reports according to established guidelines and procedures.
14. Operate a variety of office equipment including a word processor, computer terminal, copy and adding machine, and other peripherals.

15. Verify eligibility for and accept awards, which initiate disbursements in a variety of programs according to established guidelines and procedures.

16. Respond to requests from other educational institutions, agencies, lenders, creditors and prospective employers involving verification of student status and records.

17. Assist applicants by accepting forms and documents, interpreting dependent or independent status, resolving complaints, explain eligibility and other factors.

18. Provide assistance, information and training to faculty, other campus staff and the public as requested or assigned.

19. Attend training sessions and workshops to remain current on financial aid regulations and procedures, which affect assigned duties.

20. Train and provide work direction and guidance to student assistants; assist in the hiring process of casual and student employees; monitor payroll for respective student assistants.

21. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

1. Rules, regulations and policies of the financial aid programs.

2. Principles and techniques of interviewing in an environment with a diverse clientele.

3. Operation of a computer and related software.

4. Oral and written communication skills.

5. Record-keeping techniques.

6. Interpersonal techniques using tact, patience and courtesy.

**ABILITY TO:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.

2. Perform specialized clerical duties involving various financial aid programs, scholarships, disbursements and records maintenance according to federal, State, District and campus regulations and requirements.

3. Provide assistance and information to students, staff and the public.
4. Determine program eligibility based on application data and supporting documentation.
5. Interpret and apply laws, rules and policies of the financial aid program.
6. Communicate effectively both orally and in writing.
7. Continually upgrade knowledge of hardware and software provided as tools to perform duties.
8. Establish and maintain cooperative and effective working relationships with others.
9. Maintain accurate records and prepare reports.
10. Assign and review the work of part-time and student employees.
11. Analyze situations accurately and adopt an effective course of action.
12. Work independently with little direction and represent the entire financial aid program in public settings.
13. Meet schedules and time lines.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: College level courses, and three years of general clerical office experience involving public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

1. Indoor environment.
2. Constant interruptions.

**PHYSICAL ABILITIES:**

1. Hearing and speaking to exchange information and make presentations.
2. Dexterity of hands and fingers to operate a computer and related equipment.
3. Seeing to read various materials.
4. Sitting or standing for extended periods of time.

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RANGE: N-41
EEO-CATEGORY: H-40