Financial Aid Coordinator

BASIC FUNCTION:

Under the direction of an assigned supervisor, assist in day-to-day schedules and activities of the Financial Aid Office. Perform specialized clerical duties involving various financial aid programs and records maintenance according to federal, State, District and campus regulations and/or policies; provide assistance and information to students, staff and the public; train classified, casual and student employees; provide work direction to assigned personnel.

REPRESENTATIVE DUTIES:

1. Oversee the process for determination of eligibility of students to receive financial aid; assist in the determination of eligibility when situations are unusual.

2. Oversee the process of reviewing and processing supporting documentation included in financial aid applications; assist in determination of acceptability when situations are unusual.

3. Coordinate the processing of the Award Notification Letter and denials to applicants.

4. Coordinate the disbursement process and authorize the regular scheduled disbursement of funds.

5. Order and maintain permanent copies of some reports needed to meet retention requirements.

6. Train and provide work direction to classified, casual and student employees in the Financial Aid Office including participating in the interviewing, hiring and reviewing of employees in collaboration with the Director; review classified, casual and student timesheets for payment.

7. Oversee the day-to-day workloads of employees and assure adequate staff during vacations and absences.

8. Participate in informing employees of changes in processes or policies; participate in interpretation of regulations and policies of the programs administered by the Financial Aid Office.

9. Provide additional interpretation and enforcement of regulations and policies when situations are unusual.

10. Provide authority and mediation to the Financial Aid Assistants when necessary.

11. Operate a variety of office equipment including a word processor, computer terminal, copier, adding machine and other peripherals and be able to assist staff in operation of such equipment.

12. Instruct students in correct procedures for completion of forms and applications in usual and unusual situations; apply requirements and restrictions to both usual and unusual situations.

13. Assist the Director in planning the activities of the programs; represent or provide leadership in the absence of the Director; conduct presentations regarding office programs as requested; assist in representing the Financial Aid programs campus-wide and District-wide.

14. Communicate with internal and outside contacts, agencies and individuals regarding financial aid services and activities.
15. Attend training sessions and workshops to maintain currency on financial aid regulations and procedures, which affect assigned duties.

16. Assist in reconciliation of disbursement records; assist in compilation of data and statistics for reporting purposes.

17. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Rules, regulations and policies of the financial aid programs.
2. Methods and practices of financial record keeping.
4. Operation of a computer and related software.
5. Oral and written communication skills.
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. Train and provide work direction to others.
3. Determine program eligibility based on applications and supporting documentation.
4. Interpret and apply laws, rules and policies affecting the financial aid program.
5. Communicate effectively both orally and in writing.
6. Communicate effectively with individuals in unusual circumstances.
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 others.
11. Analyze situations accurately and adopt an effective course of action.
12. Prepare and deliver oral presentations.
13. Work independently with little direction and represent the entire financial aid program in public settings.
14. Meet schedules and time lines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree in business, accounting or related field and three years experience working in a financial aid office.

WORKING CONDITIONS:

ENVIRONMENT:

1. Indoor and outdoor environment.
2. Constant interruptions.

PHYSICAL ABILITIES:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer and related equipment.
3. Seeing to read various materials.

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RANGE: N-48
EEO-CATEGORY: H-50

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