

Position Description

Job Title: Specialist, Financial Aid
Department: Learner Services
Last Update: 1/14/2009
Supervisor's Position: Financial Aid Director
FLSA Status: Non-Exempt



The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in said position.

Job Summary:

The Financial Aid Specialist is responsible for coordinating Financial Aid operations and providing quality customer service to students.

Essential Duties and Responsibilities:

- Provide counseling to students regarding financial aid opportunities, both federal and institutional, and the status of their individual file; assist students with the financial aid application and award process.
 - Maintain current knowledge and understanding of all Title IV Federal Financial Aid programs and compliance regulations for those programs administered at the College.
 - Maintain current knowledge and understanding of institutional scholarship opportunities and requirements.
 - Use professional judgment within provided guidelines to evaluate file status and authorize use of financial aid for payment of tuition and fees.
 - Contribute to continuous improvement of processes and procedures.
 - Provide necessary updates and communication to both internal and external stakeholders regarding financial aid and scholarship processes and procedures.
 - Responsible for accurate and timely processing of financial aid information submitted by students.
 - Assist in other student service areas as needed.
 - Assume all other responsibilities as assigned by supervisor.
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Required Knowledge, Skills, and Abilities:

- Ability to organize, prioritize and work effectively in a customer service intensive environment under pressure and subject to frequently changing priorities while maintaining confidentiality with all student information.
- Basic understanding of computer applications.
- Excellent interpersonal skills – must be able to work with students and peers in a pleasant, professional and efficient manner.
- Accomplished oral and written communication skills.
- Must be punctual and timely in meeting all requirements of performance, including standards for attendance, work deadlines, and scheduled work breaks, where applicable.

- Must maintain courteous, professional and effective working relationships with employees, vendors and any other representative of an external organization.
- Must be able to multi-task, be self-motivated, and use professional judgment when necessary to provide the best customer service possible to all customers.

Education and Experience:

- Experience in financial aid and scholarship counseling preferred.
- Bachelor's Degree preferred.

Working Conditions:

Must be able to work in a multi-paced environment, managing multiple and competing priorities. Work schedule will be as needed and required by administration to accomplish assigned duties.

Employee Acknowledgement

Date

Supervisor Acknowledgement

Date