

FINANCIAL AID ASSISTANT TECHNICIAN

DEFINITION

Provides financial aid information and customer service to students applying for financial aid. Performs a variety of complex, clerical and administrative work in the Financial Aid Office requiring specialized knowledge, frequent and responsible contacts and the use of independent judgment to interpret and apply complex policies and procedures. Must be able to learn, understand and apply federal, state and institutional laws, regulations and policies.

SUPERVISION

Immediate supervision is received from the Assistant Director of Financial Aid.

Assignments may require the indirect supervision of student workers and the delegation of work to lower-level clerical personnel.

EXAMPLES OF DUTIES

Provides financial aid information to students regarding application procedures, federal and state laws and regulations, eligibility criteria and satisfactory academic progress guidelines.

Provides information to students regarding their individual financial aid application and award status.

Enters and updates student financial aid data on college financial aid management computer systems.

Reviews all forms submitted by students for completion, accuracy and compliance with federal and state regulations.

Reviews student financial aid application files to determine initial student eligibility determine when additional documentation is required by federal or state regulation or office policy.

May be assigned an administrative support function, such as, processing of BOG awards, reviewing student loan applications, maintaining office forms inventory or processing incoming ISIRs.

Maintains effective communication between students, staff, public and outside agencies in a multi-cultural, service-oriented environment.

Organizes and maintains all student files, file storage and historical records.

Disposes of student records in accordance with federal regulations and college policy.

Complies with the Family Educational Rights and Privacy Act (FERPA) regulations and protecting the privacy of student records.

Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

Office practices, procedures, and protocol.

Basic math and calculations.

General knowledge of financial aid procedures and programs.

Effective oral and written communication skills.

Ability to:

Communicate effectively with a diverse student population, faculty, staff, outside agencies and the public.

Understand, interpret and apply laws, regulations and program procedures

Work as a team member with minimal direct supervision.

Manage a high volume workload and work under pressure.

Gather and compile statistical and financial data.

Establish and oversee systems and procedures pertaining to financial aid programs.

Present clear and concise oral and written reports.

Analyze a variety of data and make appropriate recommendations.

Use a personal computer and mainframe computer terminal.

EMPLOYMENT STANDARDS

Minimum Requirements:

A.A./A.S. degree in Business Administration, Accounting, Data Processing or Human Relations or the equivalent.

Two years of paid clerical work experience which includes operating a personal computer or a computer network or equivalent.

Physical Requirements:

Standing for long periods of time.

As a customer service professional, talking and interacting with the public and college staff for long periods of time.

Lifting and carrying files and supplies.

May be required to work evenings and non-traditional schedules as needed.

Desirable Qualifications:

B.A./B.S. degree in Business Administration, Accounting, Information Systems or Human Relations.

Financial Aid experience requiring use of independent judgment in interpreting and applying policies and procedures, preferably in a college environment.

Bilingual, preferable Spanish, Armenian, Korean, Russian and/or Farsi.