

Position: Financial Aid Technician	Salary Grade: 14
Department: Student Services	FSLA: Non-exempt

Summary

Performs a variety of general and specialized clerical duties related to processing information for student grant and other financial aid programs. Maintains student financial obligation records. Provides technical assistance and information to students, staff and the public.

Essential Duties and Responsibilities

- Provides technical assistance and information to students on regulations and requirements for a variety of financial aid programs, including but not limited to, Pell Grants, Cal Grant Program, Federal College Work Study Program, and Board of Governors Grant (BOGG).
- Instructs students in correct procedures for completion of forms and applications, special requirements and restrictions, and supporting documentation such as low income and housing verifications and transcripts. Reviews completed forms for accuracy and completeness.
- Analyzes and determines status of applications and forms, referring complex problems to the Financial Aid Officer for assistance and resolution. Notifies students of need for additional information.
- Disburses funds to students in accordance with the stipulations of the grant.
- Serves as office receptionist on phones and at front counter disseminating general financial aid information to students and the general public. Assists students and parents with aid applications, processing procedures, and interpreting policies of the funding organizations.
- Establishes and maintains appropriate computerized records and files, ensuring up-to-date biographical and grade report information. Enters data onto an automated data entry screen for financial aid.
- Prepares and transmits correspondence for students, verifying student status and other information; respond to requests from other educational institutions and agencies involving the verification of student status and records.
- Performs miscellaneous clerical duties for the office such as updating policy and procedure manuals, editing student files, replenishing forms and communication devices, collecting data for reports, and preparing general correspondence.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires a basic knowledge of the policies and procedures associated with financial aid programs. Requires a basic knowledge of federal and institutional satisfactory academic progress policy. Requires a basic knowledge of regulations and institutional policies relevant to admissions, registration, accounts payable, and financial aid practices. Requires knowledge of and skills with routine office policies, procedures and equipment, including PCs and applicable student information databases, word processing and spreadsheet applications. Requires sufficient communications skills to convey technical concepts to customers, exercise patience, and prepare routine written correspondence. Requires sufficient math skills to compute principal, interest, sums, percents, and ratios.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively with minimal supervision. Requires the ability to perform basic record keeping, data entry, program and/or statistical analysis, and report writing duties. Requires the ability to communicate program elements and requirements with students, faculty and outside agencies/customers. Ability to perform data entry onto an automated information system. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires ambulatory ability to sit in front of a computer screen for extended periods of time. Requires sufficient hand, arm, finger dexterity to operate computer keyboard, typewriter or other office equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

- **Education and Experience**

High School diploma or equivalent required. Minimum of one year of related work experience such as payroll, financial aid or basic accounting required.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003