

Position: Financial Aid Technician I	Salary Grade: 13
Department: Student Services	FLSA: Non-Exempt

Summary

Under the direction of an administrator, perform a variety of clerical duties and responsibilities related to Financial Aid, Veterans, Board of Governors fee waivers, and California Student Aid Commission programs.

Essential Duties and Responsibilities

- Assists students individually and in small group sessions; provides information regarding eligibility requirements, types of available assistance, and opportunities for self-help.
- Assists students in completing applications, reviews for completeness and accuracy ensuring that necessary supporting documentation is submitted; compiles all necessary documentation and prepares folder for verification and awarding process.
- Provides information and assistance in completing financial aid applications to a diversified population.
- Reviews work study applications for eligibility.
- Completes financial aid verifications upon request after awards are made.
- Answers telephones and initiates, screens and directs telephone calls, determining priorities; explains work-study programs to students and schedules appointments.
- Opens and distributes mail; types a variety of correspondence utilizing computers and associated software.
- Assists in the annual scholarship program and Honors Day event
- Assists assigned personnel with the work study program, including assisting with the completion of work assignment notices and reviewing students for continued eligibility.
- Keeps informed on rules and regulations of financial aid and veteran’s programs.
- Orders office supplies as necessary to maintain proper office supplies.
- Serve on a variety of District committees as requested.
- Performs data entry functions as required.
- Performs other duties as assigned.

Qualifications

■ **Knowledge and Skills**

Requires knowledge of and skills with District policies and procedures; methods and practices of record keeping, to include financial record keeping, modern office practices and procedures; modern office equipment, including computers; filing systems; receptionist and telephone techniques; letter and report writing; filing practices and systems..

■ **Abilities**

Requires the ability to understand and apply District policies and procedures; perform a variety of general clerical work, perform mathematical calculations with speed and accuracy; learn and interpret the regulations and policies and procedures of the financial aid and/or veterans' programs; operate various office equipment including computers, calculators, fax machines, copiers, printers, etc.; utilize keyboarding skills commensurate with the required functions for this position; establish and maintain cooperative relationships with those contacted during the course of work; demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college.

■ **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 clerical or related experience. Bi-lingual skills desirable.

■ **Licenses and Certificates**

Requires a valid driver's license.

■ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

Maybe exposed to frequent customer conflict

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: 10/15/14