

Position: Financial Aid Technician II	Salary Grade: 18
Department: Student Services	FSLA: Non-exempt

Summary

Under the direction of an administrator, performs a variety of clerical duties and responsibilities related to Financial Aid, Veterans, Board of Governors fee waivers, and California Student Aid Commission programs; determines eligibility for veteran's benefits in accordance with District policies and federal, state, and local requirements. Provides technical assistance and information to students, staff and the public.

Essential Duties and Responsibilities

- Assists students; provides information regarding eligibility requirements, types of available assistance, and opportunities for self-help and resolves complex issues.
- 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.
- Keeps informed of present and pending laws, rules, regulations and interpretations pertaining to financial aid and veteran's programs in order to apply them to student situations.
- Creates a variety of forms, reports, correspondence, work orders, etc.
- Acts as the Foster Youth Services Initiative liaison with outside organizations; coordinates with the Foster Kinship Care Education Program; monitors foster youth and makes recommendations to increase access.
- Certifies enrollment of veterans and their dependents to the Veteran's Administration and acts as liaison with other Veteran's Administration in regards to veteran's programs, referring complicated issues to the Financial Aid Technician III.
- Conducts outreach to foster youth and veterans to ensure a supportive atmosphere for foster youth and veterans.
- Submits course catalog to the Bureau for Private Postsecondary and Vocational Education and the Veterans Administration for approval to pay veterans for specific programs offered at Barstow Community College.
- Assists in the annual scholarship program and Honors Day event.
- Orders office supplies as necessary to maintain proper office supplies.
- Serve on a variety of District committees as requested.
- Perform other duties as assigned.

Qualifications

▪ **Knowledge and Skills**

Requires a basic knowledge of District policies and procedures; methods and practices of financial record keeping modern office practices and procedures; modern office equipment, including computers; filing systems, receptionist and telephone techniques; correct English usage; letter and report writing; the regulations, policies and procedures of federal and state financial aid and veteran's programs.

▪ **Abilities**

Ability to understand and apply District policies and procedures; perform a variety of clerical work; perform mathematical calculations with accuracy; utilize computers and associated software programs; learn and interpret regulations, policies, and procedures of financial aid and veteran's programs; operate office equipment including calculators, fax machines, copiers, printers, etc.; utilize keyboarding skills commensurate with this position; work independently; apply good judgment; accurately research information and prepare reports and correspondence; maintain cooperative relationships; follow oral and written instructions; 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**

Associate Degree AND two (2) years of experience closely related to the duties and responsibilities of this class or four (4) years of experience closely related to the duties and responsibilities of this position. Financial aid experience preferred.

▪ **Licenses and Certificates**

May require 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