

Position: Financial Aid Technician III	Salary Grade: 22
Department: Student Services	FLSA: Non-Exempt

Summary

Under the direction of an administrator, performs needs analysis, determines eligibility, package awards and a variety of other related duties related to the processing and awarding of Financial Aid, Veterans, Board of Governors fee waivers, and California Student Aid Commission programs in accordance with District policies and federal, state, and local requirements.

Essential Duties and Responsibilities

- Assists students; provides information regarding eligibility requirements, types of available assistance, and opportunities for self-help and resolves technical processing problems.
- Performs a variety of duties related to inputting and downloading computer based information including Financial Aid, Business Office and Institutional Student Information Records (ISIRs) requests and corrections with Department of Education software; acts as liaison with the Department of Education and the Central Processor.
- Performs student financial need analysis and verification process and resolves all conflicting information; reviews budget construction, income changes and monitors academic progress, attendance and course completion and makes appropriate recommendations.
- Acts as liaison with the Department of Education coordinating and determining the return of Title IV refunds and repayment obligations. Participates in the annual audit of student records regarding the return of Title IV funds and overpayments.
- Conducts various meetings to provide financial aid and veteran’s benefits counseling; presents general financial aid and veteran’s program information and individual instructions to local high schools, community groups, and college classes.
- Provides work direction to VA Work Study student employees, including the interviewing and hiring; completes and submits VA Work Study contracts and timecards to the VA for approval.
- Interprets and processes amendments to financial aid using professional judgment regarding Unusual Enrollment History (UEH), dependency overrides, and changes in income.
- Interprets and processes complicated veteran certification issues and certifies enrollment of veterans and their dependents to the Veteran’s Administration as necessary.
- Coordinates the Cal Grant program; determines and certifies continued eligibility; monitors funds and posts payments and reports results electronically via Web Grants; reports Cal Grant GPA and enrollment submissions via Web Grants; balances California Student Aid Commission and year end records for submittal to the Business Office.

- Coordinates Pell Grant reporting; submits reports, resolves errors, monitors funds available and acts as liaison with other institutions and with the Department of Education.
- Manages the Work Study program; reconciles work study funds in a timely and accurate manner and reports monthly to Director; completes work assignment notices, terminations, and reviews students for continued eligibility.
- Coordinates the annual scholarship program, including development of STARS application process, outreach to students, advertising of available scholarships, reviewing of applications by donors, scoring of applications, assist Scholarship Committee as necessary; plan annual Honors Day event; and coordinate the redemption process.
- Keeps informed pertaining to present and pending laws, rules, regulations and interpretations pertaining to financial aid and veteran's programs in order to apply them to student situations and updating policies and procedures as necessary.
- Types a variety of correspondence and statistical reports; operates a computer for word processing, design and layout for flyers, publications, and forms, assists with database development and maintenance, charts and spreadsheets, etc.
- Serve on a variety of District committees as requested.
- Perform other duties as assigned.

Qualifications

Knowledge and Skills

- Knowledge of District policies, procedures and regulations; financial aid and veterans counseling techniques; federal verification requirements and federal needs analysis; software applications including word processing, data base management and spreadsheets; correct English usage; letter and report writing; a variety of computer software and hardware.

- **Abilities**

Ability to understand and apply District policies and procedures; counsel students; accurately research and analyze problems and make appropriate recommendations; prioritize work load and meet deadlines; make decisions; work independently with an emphasis on detail; apply good judgment; independently compose correspondence and reports utilizing advanced software and techniques; acquire and maintain technical knowledge of modern office procedures, equipment and computer programs; utilize keyboarding skills commensurate with the required functions for this position; establish and maintain cooperative relationships with those contacted during the course of work; perform a variety of high level clerical work; make mathematical calculations with speed and accuracy; learn and interpret the regulations, policies and procedures of federal and state financial aid and veteran's programs; 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 students.

- **Physical Abilities**

Requires sufficient ambulatory ability to move to various work locations. Requires manual hand-eye-arm coordination to use a personal computer keyboard and visual media equipment. Requires sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type training and presentations. Requires near visual acuity to read printed materials.

- **Education and Experience**

The position requires a Bachelor's degree plus two (2) years of progressive financial aid experience **OR** an Associate's degree in a field that would enable performance of the job plus four (4) years of financial aid.

- **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: 10/15/16