SENior Financial Aid Specialist

Basic Function
Under the direction of the Director, Financial Aid, perform specialized duties in support of the Financial Aid Office; provide assistance to staff and students related to disbursement of financial aid.

Representative Duties
1. Analyze and process requests for financial aid in accordance with established State and College policies, guidelines, laws and regulations. E
2. Provide information regarding financial aid programs and answer questions from staff, students and public regarding financial aid programs and the process of receiving financial aid; meet with students to discuss programs and review applications; conduct workshops and scholarship nights at local high schools as assigned. E
3. Resolve problems regarding the application process and the disbursement of financial aid. E
4. Enter data and maintain computer records relating to financial aid programs. E
5. Meet with student to explain financial aid programs, answer questions and resolve problems related to financial aid. E
6. Prepare and send correspondence relating to financial aid. E
7. Prepare and disburse award letters; disburse financial aid awards in accordance with approved policies and practices. E
8. Maintain a variety of files, records and reports; prepare reports as necessary. E
9. Operate a variety of office machines including a computer and related software applications, photocopier, calculator, and typewriter. E
10. Assist in the selection and train and provide work direction to other employees in the Financial Aid Office.
11. Research financial aid records as necessary.
12. Perform related duties as assigned.

Knowledge and Abilities
Knowledge of: Modern office practices, procedures and equipment; state, federal and College regulations and procedures regarding financial aid; record-keeping techniques; operation of a computer terminal, data entry techniques and applicable software, including word processing, spreadsheets and email; oral and written communication skills; interpersonal skills using tact, patience and courtesy; principles of training and providing work direction.
Ability to: Perform technical work in support of the Financial Aid Office; meet with students and provide information regarding financial aid programs; operate office machines including a computer and applicable software, including word processing, spreadsheets and email; communicate effectively both orally and in writing to exchange information; maintain records and prepare reports; understand and follow financial aid regulations; understand and work within established policies, guidelines and regulations; communicate policies, guidelines, regulations and laws to staff, students and the public; prioritize and schedule work; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; work confidentially with discretion; train and provide work direction to others; work independently with little direction.

Education and Experience
Any combination equivalent to: graduation from high school supplemented by three years of increasingly responsible office experience including at least two years in a financial aid function.
WORKING CONDITIONS
Environment: Office environment. Constant interruptions.

EMPLOYMENT STATUS
Bargaining Unit Position

E=Essential Functions

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RANGE 12
Adopted 6/98
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