

DESERT COMMUNITY COLLEGE DISTRICT

FINANCIAL AID SPECIALIST

BASIC FUNCTION

Assists students with the financial aid process, providing information, processing applications, and ensuring compliance with regulations. Performs duties and front counter support for the Financial Aid Office.

SUPERVISION RECEIVED

Receives general supervision from the Director, Financial Aid or area supervisor.

REPRESENTATIVE DUTIES

1. Serves as front counter support for the Financial Aid Office; greets and disseminates financial aid information to students, parents, staff, and the public. E
2. Provides information regarding financial aid programs, scholarships, and the disbursement process. E
3. Informs and assists students with financial aid appeals. E
4. Assists students and families with financial aid and scholarship applications and disburses authorization to release forms. E
5. Receives and reviews financial aid records and forms for completeness and accuracy; contacts students to resolve discrepancies. E
6. Reviews letters and forms received from the Department of Education and other government agencies that are needed to resolve conflicting information, and remove financial aid holds; complete and file student financial information as requested. E
7. Serves as the Financial Aid Office receptionist, schedules appointments, performs various clerical duties, and receives and distributes incoming mail. E
8. Serves as a financial aid liaison to refer students to resources and services; acts as an advocate to remove barriers impacting student access to registration and financial aid.
9. Provides feedback for policy and procedural changes for the Financial Aid Office.
10. Provides financial aid documents to students when requested. E
11. Compiles and maintains a variety of files, records, and reports; research student financial aid files; initiate new files; catalog information in computer systems. E
12. Troubleshoots basic errors and technical issues with student accounts. E
13. Assists and participates with District events. E
14. Maintains current knowledge of financial aid programs, related software, regulations, procedures, and processes. E
15. Participates in training related to responsibilities, including, but not limited to, attending conferences, workshops, and webinars.
16. Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Modern office practices, procedures, and equipment.
2. Oral and written communication skills.
3. State, federal, and College regulations and procedures regarding financial aid.
4. Record-keeping techniques and data entry techniques.
5. Operation of a computer, applicable software, including but not limited to word processing, spreadsheets, and email.
6. Interpersonal skills using tact, patience, and courtesy.
7. Principles of training and providing work direction.

Financial Aid Specialist

8. Conflict management and organizational skills.
9. Usage of professional judgement and critical thinking.

Ability to:

1. Demonstrate evidence of sensitivity and understanding of the diverse academic, socio-economic, disability and ethnic backgrounds of students, staff and the community.
2. Maintain current knowledge of Federal and State laws, local and campus regulations, policies, and guidelines that affect programs and financial aid application processing and eligibility requirements.
3. Provide customer service in a fast-paced, diverse environment while maintaining professionalism and confidentiality.
4. Interpret and effectively communicate financial aid rules and regulations to students.
5. Resolve complex and difficult issues.
6. Assist in the selection, training, and provide lead direction to temporary employees and student workers.
7. Perform clerical and public contact work in support of the Financial Aid Office; answer telephones and greet the public courteously; operate office machines including a computer and applicable software including, spreadsheets, email; communicate effectively both orally and in writing.
8. Maintain records and prepare reports; establish and maintain cooperative and effective working relationships with others; work confidentially with discretion.

EDUCATION AND EXPERIENCE

Any combination equivalent to graduation from high school and two (2) years of office clerical experience including some public contact.

WORKING CONDITIONS

Environment: Office environment; constant interruptions. Occasional travel to assist with District events and attend conferences. Must be able to lift, carry, push or pull moderately heavy objects including food trays, carts, materials and supplies; stand or walk for extended periods of time; reach overhead, above the shoulders and horizontally; bend at the waist, kneel or crouch Requires some weekend and evening responsibilities.

EMPLOYMENT STATUS

Bargaining Unit Position
E=Essential Functions

FAS.DOC RANGE 10
Board Approval: 6/98, 2/20/26