

DESERT COMMUNITY COLLEGE DISTRICT

OUTREACH SPECIALIST-FINANCIAL AID

BASIC FUNCTION

Under the direction of an assigned supervisor, assist to identify and/or develop, organize and deliver financial aid awareness and financial literacy information to college staff, students and community members. Collect data and prepare reports related to service delivery. Serve as a liaison between students and financial aid office staff to assist in resolving financial aid application issues. Perform a variety of administrative duties in support of the successful delivery of informational workshops. Communicate clearly and concisely, both orally and in writing in English and Spanish.

REPRESENTATIVE DUTIES

1. Assist to identify, develop and present information in English and Spanish about financial aid programs and related resources available to college students, including state, federal, and private resources. ***E***
2. Assist to identify, develop and present information about financial literacy for students. ***E***
3. Assist students with the proper completion of admissions and financial forms and applications, including the FAFSA and BOG waiver. ***E***
4. Serve as a liaison between students and the financial aid office staff to assist students with regard to resolving financial aid application issues. ***E***
5. Prepare materials and perform a variety of clerical duties in support of the delivery of financial aid and financial literacy workshops. ***E***
6. Organize, schedule, and deliver one-on-one and group informational outreach workshops displaying strong interpersonal skills such as courtesy, tact, and patience. ***E***
7. Assist to identify and order forms and other office supplies as necessary to deliver workshops. ***E***
8. Operate a variety of office machines and equipment including a computer and related software. ***E***
9. Compile and enter data and prepare reports as requested, including tracking attendance and delivery of services. Maintain a variety of files, records and reports. ***E***
10. Represent the College and its related programs at various meetings, conferences, and community events. Participate in staff meetings, campus committees and task forces as assigned. ***E***
11. Identify and participate in professional development opportunities to maintain currency in the field of responsibility. ***E***
12. Train and provide work direction and guidance to student workers as assigned.
13. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: State, federal and private financial aid resources and application processes; financial literacy for college students; confidentiality rules and procedures, especially with regard to FERPA; modern office practices, procedures and equipment; telephone techniques and etiquette; public speaking and presentation techniques; data collection and

basic research principles and practices; record-keeping techniques; operation of office machines including a computer and applicable software including word processing, powerpoint, spreadsheets and email; oral and written communication skills; interpersonal skills using tact, patience and courtesy; correct English and Spanish usage, grammar, spelling, punctuation, and vocabulary; diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Ability to: Organize, develop and deliver one-on-one or group informational workshops; perform clerical and public contact work; answer telephones and greet the public courteously; determine appropriate action within clearly defined guidelines; operate office machines including a computer and applicable software including word processing, powerpoint, spreadsheets, email; communicate effectively both orally and in writing in English and Spanish; understand, interpret, and follow direction related to administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; respond to requests and inquiries from students, staff, or the general public and provide appropriate referrals; understand and follow financial aid regulations; ; compose and prepare correspondence and memoranda; plan and organize work to meet schedules and changing deadlines; work under pressure with frequent interruptions and a high degree of public contact by phone or in person; work independently and effectively in the absence of supervision; maintain records and prepare reports; establish and maintain cooperative and effective working relationships with others; exhibit sensitivity and understanding of the diverse racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students; work confidentially with discretion; sit or stand for an extended period of time; bend at the waist, kneel or crouch, lift 25 pounds.

EDUCATION AND EXPERIENCE

Any combination equivalent to an Associate's degree and two (2) years of increasingly responsible work experience including marketing in an educational setting or student service area; communicate clearly and concisely, both orally and in writing in English and in Spanish.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license, must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

WORKING CONDITIONS

Environment: Office environment primarily, outdoors as needed; constant interruptions; requires some evening and weekends; travel to all district sites and throughout the community as assigned.

EMPLOYMENT STATUS

Bargaining Unit Position

E: Essential Functions

Range 9

Approved 5/20/11