

# **Desert Community College District**

## **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**

#### **Essential Functions**

1. Analyze and process, electronically or manually, requests for financial aid in accordance with established State and College policies, guidelines, laws, and regulations.
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 via phone, email, or in person.
3. Meet with students to discuss programs and review applications; conduct workshops and scholarship nights at the college and local high schools as assigned.
4. Complete the financial aid application data load process, including downloading, importing and exporting for special programs. Run and review reports to determine type of level of action to update, award and/or resolve discrepancies. Research financial aid records. Resolve problems regarding the application process and the awarding and disbursement of financial aid.
5. Coordinate the federal loan program, including but not limited to, consumer information and forms, eligibility determination, awarding, import and export of student loan records, review of reports, SULA, MPN, default prevention, and loan entrance and exit counseling.

6. Monthly Reconciliation of financial aid programs utilizing records from the student information system and the Department of Education and other entities.
7. Enter data with speed and accuracy; maintain the financial aid database and various systems.
8. Package financial aid awards in accordance with District, federal, state, and local regulations and policies.
9. Prepare, update, and send correspondence relating to financial aid.
10. Verify, prepare, and disburse award letters; disburse financial aid awards in accordance with approved policies and practices.
11. Maintain a variety of files, records, and reports; run queries and reports as assigned.
12. Operate a variety of office machines including a computer and related software applications, photocopier, calculator, and typewriter.
13. Perform a variety of receptionist and clerical duties and serve as receptionist in support of the Financial Aid Office as assigned.
14. Maintain current knowledge of financial aid programs, related software, regulations, procedures, and processes. Participate in training related to responsibilities, including, but not limited to, attending conferences, workshops, and webinars.
15. Assist in the selection, training, and provide work direction to employees and student workers in the Financial Aid Office.
16. Research financial aid records.

**Other Functions**

17. 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 and data entry techniques.
- Operation of a computer, applicable software, including but not limited to word processing, spreadsheets, and email.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Principles of training and providing work direction.
- Presentation and public speaking skills.
- Understanding and sensitivity to diverse student and staff population.

**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.
- 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. Travel to conduct workshops. Travel to work at other campuses. Requires some weekend and evening responsibilities.

### **Employment Status**

- Bargaining Unit Position
- Range 14

Adopted 6/98; Revised 11/04; **Revised 7/20**