

IMPERIAL COMMUNITY COLLEGE DISTRICT FINANCIAL AID SPECIALIST

CLASSIFIED

BASIC FUNCTION:

Under the direction of the Director of Financial Aid perform specialized and technical duties in support of financial aid programs and services; receive, analyze and validate financial aid applications; provide information and assistance to students regarding financial aid applications, awards, disbursements, overpayments and satisfactory academic progress; supervise and monitor the Financial Aid Lab.

REPRESENTATIVE DUTIES:

Upon assignment by the Director of Financial Aid, assist with the coordination and implementation of following programs within the Financial Aid department:

The Federal Work Study Program: establish agency and campus contracts, process student applications, refer students for off-campus work study job placement, enter student employee information into computer information system, prepare and submit I-9 information on E-Verify, monitor continued eligibility of recipients; review timesheets and authorize payments as appropriate; prepare statistical reports, monitor and reconcile Federal Work Study program expenditures.

The Financial Aid Outreach Program: coordinate and network with area schools, parent and community groups and others as assigned; provide information and assistance to students, parents, instructors, other staff members and the public concerning application procedures and requirements for financial aid programs; schedule and conduct FAFSA Workshops at assigned schools.

The Board of Governors' Fee Waiver (BOGFW) Program: accept and process applications; maintain records, and determine eligibility, and follow up with students to assure the timely receipt of benefits.

Foster Youth and Other Special Populations: Coordinate the delivery of aid and other available student services to foster youth and other special populations such as incarcerated, probation and homeless students; collaborate with other campus offices, state and local agencies and community based organizations to determine eligibility for aid and services; serve as Foster Youth Liaison for the Chancellor's Office; research current topics related to foster youth and special populations; and attend professional conferences, seminars and training on related topics.

The remaining duties are applicable to all positions with this class:

Supervise daily operations of the Financial Aid Lab as assigned; assist students with the financial aid application process and other financial aid related websites; monitor supply of necessary materials and information; establish and monitor the lab schedule to optimize the needs of students and the general public.

Provide technical assistance and information to students, parents and staff regarding financial aid programs and services; instruct students in proper completion of forms and applications; explain

applications, requirements and restrictions; review completed forms for accuracy and completeness.

Process applications and verification forms; request and analyze records and other information needed to determine status of applications and forms; identify unusual circumstances for possible alternative processing.

Conduct confidential interviews with students and occasionally parents, while adhering to FERPA regulations, to validate information submitted and clarify discrepancies; assure accurate and complete documentation.

Maintain current knowledge of federal and State laws; local and College regulations, policies and guidelines which affect programs, application processing and eligibility requirements. Ensure compliance with program requirements; determine if student meets Selective Service U.S. Department of Homeland Security, and U.S. Department of Education eligibility requirements. Advise students on complex eligibility issues such as award determination, academic progress, remedial coursework, enrollment status, disbursement determination, overpayments and return of Title IV funds.

Compile information and transmit student eligibility information using Webgrants. Compile and prepare statistical and financial records and reports; prepare and type letters and other correspondence; maintain student's records and files.

Communicate with other college personnel and departments to coordinate timely and accurate financial aid disbursement.

Train and provide work direction to student assistants and other personnel as assigned.

Assist in evaluating internal operating procedures; recommend changes in procedures and assignments; assist in designing forms and letters.

Operate office equipment including calculator; copier, and computer; enter, update and revise computer records and information.

Attend workshops, conferences and other training sessions involving financial aid as assigned.

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- District organization, operations, policies and objectives
- Personal and financial issues/special circumstances of disadvantaged students
- Financial and statistical record-keeping techniques
- Modern office practices, procedures and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Applicable sections of State Education Code and other applicable laws
- Policies, objectives and technical aspects of financial aid programs and activities
- Interviewing and advising techniques

- Basic math
- Report preparation
- Telephone techniques and etiquette
- Oral and written communication skills

ABILITY TO:

- Perform financial and statistical record-keeping duties related to federal and state financial aid programs.
- Learn, interpret and apply rules, regulations and policies regarding financial aid programs.
- Operate office equipment including computer, scanner, calculator, and copier.
- Operate a computer keyboard at an acceptable rate of speed.
- Establish and maintain cooperative and effective working relationships with others.
- Add, subtract, multiply and divide quickly and accurately.
- Communicate effectively both orally and in writing.
- Meet schedules and time lines.
- Train and provide work direction to others.
- Relate effectively to students with economically disadvantage backgrounds.
- Work confidentially with discretion.
- Operate a motor vehicle.

EDUCATION AND EXPERIENCE: Any combination equivalent to graduation from high school and two years of directly related work experience in a postsecondary educational setting.

LICENSE AND OTHER REQUIREMENTS: Incumbents in this classification must possess a valid California driver's license. Some positions in this class may be required to use oral and written abilities in a designated second language.

WORKING CONDITIONS: Duties are primarily performed while sitting at a desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment. Intermittent exposure to individuals acting in a disagreeable fashion. must travel to other community locations to conduct work with occasional evenings and/or weekends on an as-needed basis.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate a computer keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighting up to 10 pounds. Occasionally must lift and carry materials weighting up to 25 pounds for short distances when transporting informational materials to orientation meetings at other community locations.

EMOTIONAL EFFORT: Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, on-going basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.