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|  | **JOB DESCRIPTION** |
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**JOB TITLE:** Financial Aid Specialist/Pell and Verification

**DEPARTMENT:** Financial Aid **FLSA:** Non-Exempt

**LOCATION:** Union Campus **LEVEL:** 104

**REPORTS TO:** Director, Financial Aid **DATE:** 02/14/2011

**POSITION SUMMARY:**

Responsible for a variety of financial aid functions related to the file transfer system, Pell grant and SEOG management, verification of all selected Federal applications and calculation of satisfactory academic progress.

**ESSENTIAL TASKS:**

* Inform students and parents regarding financial aid programs and procedures and assist with the application process.
* Provide guidance to financial aid applicants concerning financial planning, resources, and economic responsibilities.
* Verify data on student financial aid applications using appropriate tax information and documentation provided by the student; submit necessary corrections to government agency for reprocessing
* Evaluate each applicable financial aid recipient/applicant for compliance with satisfactory academic progress requirements.
* Maintain list of students who are on probation or suspended and notify student of their status at the end of each semester.
* Answer questions, inquiries, or requests of students, parents, lenders, guarantee agencies, staff in person, in writing or by telephone regarding financial aid eligibility and awards.
* Manage the communication module for tracking documents.
* Set up new school year documents and help create new communication codes for the new school year.
* Manage the Pell grant program.
* Coordinate the Pell grant disbursement record sent to the Department of Education through the SAIG portal.
* Resolve multiple reporting and monitor transfer students.
* Process and document initial financial aid applications and calculate initial award
* Manage SEOG program including budgeting of students to be awarded each semester.
* Retrieve financial aid files ready for processing from the Department of Education.
* Perform process to import all federal aid data into the Colleague system, EDExpress, and ImageNow.

**ADDITIONAL DUTIES:**

* Back up front desk as needed.
* Prepare award letters to be sent.
* Prepare missing information letters to be sent.
* Cross-trained in counseling students on basic A+ eligibility criteria.

**KNOWLEDGE, SKILLS, and ABILITIES:**

* Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations.
* Knowledge of the Family Educational Rights and Privacy Act (FERPA).
* Knowledge of government rules, regulations, guidelines and procedures related to financial aid.
* Effective telephone communication skills.
* Knowledge of basic accounting procedures and computer skills.
* Knowledge of Microsoft Word, Excel, Outlook
* Proficient use of Datatel Colleague system.
* Ability to pay attention to detail.
* Ability to answer multiline phone system.
* Ability to work through constant interruptions.
* Ability to adapt quickly to changes in rules and regulations and to stay within compliance.
* Ability to establish and maintain positive working relationships with other employees at all levels and with diverse student populations.
* Ability to handle confidential matters judiciously.
* Ability to plan, organize, and implement assigned responsibilities and to work well under pressure to meet established deadlines.
* Ability to work accurately and efficiently at fast pace with interruptions.
* Ability to work under minimal supervision.
* Ability to manage multiple projects and work under time pressures to meet established deadlines.

**LEADERSHIP and COMMUNICATION SKILLS:**

* Follow complex technical instructions, solve technical problems, or disseminate information regarding policies and procedures; may compose unique reports or analysis; and/or provide extensive customer service to internal or external customers.
* Communicate information to guide or assist people; may give instructions or assignments to helpers or assistants.

**DECISION-MAKING and ANALYTICAL SKILLS:**

* May be responsible for actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients, or others in the general public. Perform specialized technical work involving data collection, evaluation, analysis, and troubleshooting, or reports on operations and activities of a department, or performs general coordination of individual or departmental activities.

**EQUIPMENT/SOFTWARE:**

* Use office machines such as telephones, copiers or calculators.
* Proficient in computer programs utilized which include electronic mail, Colleague (college database system), Windows XP, Word, Excel and Outlook.

**WORKING CONDITIONS** - the following physical conditions and hazards may be encountered in this position:

* The position is in an indoor environment with a moderate noise level.

**PHYSICAL REQUIREMENTS:**

* While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.
* The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
* The position may also require close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**POSITIONS SUPERVISED:**

* None

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** (A comparable amount of training, education or experience may be substituted for the minimum qualifications.)

* Completion of associate's degree
* 1 Year related experience

**Signatures**

I have read and reviewed the above job description with my immediate supervisor.

Employee Signature/Date Supervisor Signature/Date