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|  | **JOB DESCRIPTION** |
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**JOB TITLE:** Financial Assistance Specialist – WIOA Youth Program

**DEPARTMENT:** Center for Workforce Development **FLSA:** Non-Exempt

**LOCATION:** Missouri Career Center - Washington **LEVEL:** 104

**REPORTS TO:** Executive Director, Center for Workforce Development **DATE:** 01/15/2016

**POSITION SUMMARY:**  Responsible for providing customer service and assisting clients in all phases of the financial aid application process for WIOA Youth Program. Provide data processing support to maintain accurate, up-to-date student files. Perform duties supporting the Jefferson County/Franklin County Workforce Investment Board, Franklin County WIOA Youth Program, ECC Center for Workforce Development.

**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 and one year related experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following functions to the satisfaction of the employee’s supervisor.*

* Provide support for the day-to-day activities and case management of Franklin County WIOA Youth program
* Compliance with the program objectives to ensure meeting program goals
* Prepares program reports and manages data entry and collection to analyze caseload data
* Assures program electronic tracking systems (ToolBox) are in compliance with contract guidelines
* Evaluates participant eligibility and training progress
* Works collaboratively with Jefferson Franklin Consortium partners, local industry and educational institutions
* Provides advisement services and appropriate referrals for WIOA participants
* Conducts Work Keys testing in compliance with ACT standards including maintaining a regular schedule of testing, contacting customers who are scheduled to test in order to confirm the date, time and location of the assessment.
* Responsible for answering phones, responding to voice or e-mail messages, as well as sending and receiving faxes.
* Establish and maintain cooperative working relationships with other employees and departments.
* Communicate policies and procedures as necessary.
* Compose written correspondence and materials.
* Greet visitors, students, and/or employees and respond to requests for information and provide assistance.
* Assist with coordination, marketing and promotion of WIOA Youth Program
* Knowledge and understanding of Basic tax forms - 1040, 1040A, 1040EZ, W2's.
* Process awards for various state financial aid programs for targeted student populations; process student financial aid accounts.
* Dispense information to these organizations regarding financial aid applicants for these awards.
* Assist student financial aid applicants and recipients by providing accurate information, appropriate materials, and procedural instructions for WIOA Youth Program participation
* Collect required documents related to financial aid applications in a manner which is consistent, organized and meets all federal, state and institutional guidelines
* Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
* Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
* Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.

**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; perform administrative or manual duties for the department or division; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of business English with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling; ability to devise or modify methods or processes to solve specific problems; ability to manage multiple projects and work under time pressures to meet established deadlines; ability to handle confidential material judiciously; ability to work effectively in a busy environment with frequent interruptions; knowledge to troubleshoot minimal computer/software issues; excellent customer service skills; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy.

**LEADERSHIP and COMMUNICATION SKILLS:**

Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

**DECISION-MAKING and ANALYTICAL SKILLS:**

Requires frequent decision making affecting students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college and department policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; perform job duties in a safe and efficient manner.

**EQUIPMENT/SOFTWARE:**

Utilizecurrent College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. Proficient with Microsoft Office (Word, Excel, Outlook)

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; may require flexible schedule to work occasional evenings and/or weekends;

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:**

None

**Signatures:**

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

Employee Signature/Date Supervisor Signature/Date

**DISCLAIMER:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

**NOTICE OF NON-DISCRIMINATION:** *Applicants for admission and employment, students, employees, and sources of referral of applicants for admission and employment and individuals with whom the Board of Trustees and college officials do business are hereby notified that East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, 005-D Donald Shook Student Center, telephone number 636-584-6710 or* [***hrnotice@eastcentral.edu***](mailto:hrnotice@eastcentral.edu)*.*