

FINANCIAL AID TECHNICIAN

DEFINITION

Conducts meetings individually with students, in a confidential setting, regarding financial issues. Complies with federal, state and institutional policies and regulations in determining appropriate distribution of financial aid for students. Exercises professional judgment to make adjustments to federally processed data and determine student eligibility for federal and state funds.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received by the Associate Dean for Financial Aid.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Processes applications for federal and state student aid programs, distributes aid applications, reviews processed aid application and documents, and prepares requests for documentation and the packaging of financial aid awards.

Assists in the coordination of day-to-day office operations and recommends office procedures to best handle student flow and application processing.

Analyzes complex application documents and corresponds with students and families regarding family income, asset, and other confidential matters required to determine financial aid eligibility.

Interprets and applies federal and state regulations related to financial aid programs and recommends changes to current office policies and procedures. Responsible for verifying student eligibility and interfacing with non-educational federal agencies, such as, INS, Selective Service, IRS and Social Security Administration.

Packages financial aid awards in accordance with standard need analysis criteria and federal and state eligibility regulations and current office policy.

Exercises professional judgment within federal guidelines and office policies to determine appropriate financial aid eligibility for students in special circumstances.

Assists in the administration of specific programs and reporting for special programs.

Acts as a liaison to other campus offices, such as Student Employment and EOPS, to provide technical assistance on the financial aid application process and regulations.

Evaluates student academic records to determine if student is meeting financial aid satisfactory academic progress standards.

Attends professional meetings and conferences to maintain current knowledge of federal and state regulations.

Organizes and analyzes data for research projects relating to financial aid recipients.

EXAMPLES OF DUTIES (continued)

Performs internal audits to ensure compliance with State and Federal laws governing financial aid programs.

Conducts financial aid workshops for students, campus staff and outside groups or high schools.

Selects, trains, evaluates and maintains schedules of student workers.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

Current federal and state regulations, requirements and procedural guidelines pertaining to student financial aid programs.

Financial recordkeeping.

Office practices and procedures.

Computer systems in the areas of student financial aid or accounting.

Word processing, spreadsheet and database computer software.

Ability to:

Work effectively with students on a one-on-one basis to determine eligibility.

Communicate effectively with a diverse student population, faculty, staff, outside agencies and the public.

Work independently and as a team member with minimal supervision.

Manage a high volume workload and work under pressure.

Understand, interpret and apply laws, regulations and program procedures.

Gather and compile statistical and financial data.

Develop and present clear and concise oral and written reports.

Analyze a variety of data and make appropriate recommendations.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Associate's degree in Business Administration, Accounting, Social Sciences or a related field from an accredited college or university.

EMPLOYMENT STANDARDS (continued)

Four years of increasingly responsible experience in specialized and complex financial aid services requiring knowledge of federal and state regulations.

Desirable:

Bilingual, preferable Spanish, Armenian, Korean, Russian and/or Farsi.