

Job Description

Position Title: Financial Aid Specialist 2

Job Group: Student Services

Job Level Group: Support Senior

FLSA Status: Non-Exempt

Position Summary:

The Financial Aid Specialist 2 provides extensive financial aid advising to students, families, and the community. Delivers general and targeted financial aid sessions. Describes the different sources of aid related to the different programs of study that the College offers. Explains the Free Application for Federal Student Aid (FAFSA) process, completion, and submission. Takes lead role for various projects and office tasks. Provides guidance and mentorship for other entry-level positions in the office.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Develops and presents effective outreach and recruitment programs concerning available student financial aid programs and services; prepares and updates related outreach and application materials.
2. Provides information and assistance to faculty, staff, students, and the public about Free Application for Federal Student Aid (FAFSA) and other student financial aid application procedures, opportunities, and eligibility requirements.
3. Works with supervisors, administrators, and other staff to communicate applicable federal, state, and district policies, and procedures.
4. Assists Financial Aid leadership with special tasks and processes for the accurate processing of aid and related financial aid administrative tasks.
5. Coordinates and organizes multiple complex projects; analyzes problems and determines the appropriate course of action with direction from supervisor.
6. Serves as program resource regarding student financial aid objectives, goals, and procedures.
7. Researches, analyzes, and summarizes data and prepares a variety of statistical reports.
8. Mentors entry-level employees for the department.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of administrative procedures and practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of principles and methods for promoting programs and services.
5. Skill in analyzing data and drawing conclusions.
6. Skill in organization, coordination and management.
7. Skill in problem solving
8. Skill in public speaking.
9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
10. Ability to apply effective and accurate data entry and typing skills.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High School Diploma or GED Required
- Associate's degree in Business, Administration or a closely related field of study required.
- Bachelor's degree in related field of study preferred.
- Three (3) to five (5) years of related experience required.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work
- Pre-employment Background Check Required.