

FINANCIAL AID COORDINATOR
(Classified Bargaining Unit Position)
(Range 35)

DEFINITION

Under general direction of the Dean of Student Services, serve as coordinator of the Financial Aid Office to assist the Dean of Student Services with planning and directing the day to day operations of the Financial Aid Office according to established procedures and guidelines for a variety of Federal, State and local financial aid programs. The coordinator in Financial Aid shall administer student financial aid and awards for grants and loans; assist in determining, academic and financial aid eligibility to students; and perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Financial Aid Coordinator position is distinguished by the requirement to serve as a lead in the Financial Aid Department. Incumbents in the position must have the ability to work with minimal supervision and are expected to use a high degree of individual judgment in the performance of duties.

Incumbents in this position support student learning outcomes and institutional effectiveness by ensuring that Financial Aid services are provided to students and that the District complies with all laws and regulations pertaining to funding for students.

ESSENTIAL FUNCTIONS

- Oversee that primary office tasks are being accomplished;
- Identify potential problems and make recommendations to director;
- Assist the Dean of Student Services with the design of a financial aid structure, which is accessible to students, facilitates efficient delivery of funds, and incorporates accountability measures;
- Provide general guidance to staff;
- Plan, monitor and ensure specific projects are carried out on time and in compliance with Federal, State and local audit and reporting requirements;
- Participate in establishing program goals, objectives, and the establishment measurement criteria;
- Assist with training Financial Aid staff in the verification procedures;
- Coordinate the research and implementation of new technologies for financial aid delivery;
- Assist the Dean of Student Services with the management the electronic data exchange processes among the College, the U.S. Department of Education, the California Student Aid Commission, and various data contractors;
- Understand technologies related to activities such as but not limited to: technical liaison to US Department of Education and California Student Aid Commission, department lead in the implementation of Financial Aid software systems;
- Interview and assist students with financial aid applications and opportunities; determine individual needs and qualifications; recommend type and amount of aid to be given; approve emergency loan request from students as necessary;
- Audit staff work by reviewing student records to assure continued eligibility; verify student enrollment status and monitor withdrawals; conduct the appeal process for students who have been denied financial aid.
- Compare and reconcile financial aid accounts and related forms, statements, records, reports and other financial documents; audit accounts for errors and make appropriate adjustments; verify financial data, student information and eligibility as needed;

- Develop, or oversee the development of, all financial aid reports and requests for funds in compliance with governing regulations;
- Assist Director with various quarterly or year-end financial aid reports;
- Process Financial Aid disbursement checks; review and assure appropriate disbursement amount according to established procedures;
- Coordinate the disbursement of financial aid awards; authorize students for the Federal Work Study program and coordinate budget;
- Oversee the awarding of Federal, State and local funds;
- Stay current with ever-changing government regulations related to financial aid funding;
- Administer and implement a variety of technical duties related to the Financial Aid Program such as but not limited to the Pell, Federal Supplemental Educational Opportunity, Federal Work Study and Federal Family Education Loan Programs;
- Assist the Dean of Student Services with the coordination of information to the college community to assure maximum opportunities for student funding and support services;
- Coordinate the scholarship program;
- Co-chair the campus Financial Aid Committee which selects the recipients for campus scholarships and organizes the annual scholarship event;
- Oversee the preparation of awarding to verify student files to assure accuracy and completion;
- Assist the Dean of Student Services in compiling and preparing statistical data according to State and federal regulations, policies and guidelines, application processing and eligibility requirements and awards and expenditures;
- Prepare and maintain student records and files;
- Provide guidance and support for Financial Aid student outreach activities in coordination with local entities;
- Communicate with students, staff and the general public, individually and in groups, on and off campus, to provide assistance and information regarding financial aid policies and procedures;
- Represent and communicate the interest of low income students in campus forums;
- Assist the Dean of Student Services with the selection, training, the work of all Financial Aid personnel;
- Maintain an on-going professional development program for staff;
- Represent the college in regional and statewide professional organizations and activities;
- Attend a variety of meetings, workshops and conferences related to the financial aid program;
- Serve on District Standing Committees as assigned;
- Assist the Dean of Student Services with implementation of debit card system and other processes that will support on-going program automation and efficiency that will improve support for our students;
- Use integrated software system to ensure all student data is collected, reviewed and accurately reported to the District's Management Information System (MIS);
- Perform other related duties as required.

Essential functions of particular positions within classifications may vary because job duties may vary by work location.

QUALIFICATIONS

Education:

Required

- Bachelor's degree

Experience:

Required

- Work in a Financial Aid Office;

Preferred

- Demonstrated success in working with integrated software such as BANNER;
- Three years of increasing responsibility in a Financial Aid Office;
- Demonstrated ability to manage comprehensive financial aid funds in excess of \$12 million;

Or any equivalent combination of education and experience.

Knowledge of:

- A thorough knowledge of state and federal guidelines and regulations for financial aid;
- Financial Aid packaging and awarding policy;
- Return to Title 5 policies and procedures;
- Debit Card System or other automated systems for delivering financial aid payments;
- Supervisory principles and practices;
- Principles and practices of supervision, training and providing work direction;
- Financial and statistical record-keeping techniques;
- Preparation, maintenance, verification and processing of financial aid records;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary;
- District policies and procedures.

Ability to:

- Utilize the District's integrated software in performing the required duties of the position;
- Operate a variety of office equipment such as a word processor and applicable software, typewriter, 10-key, calculator, copier and others;
- Prepare complete and concise statistics, records, reports and files;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

Physical ability to:

- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds;
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

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