

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY: GRADE M
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

FINANCIAL AID OFFICER

BASIC FUNCTION

Performs verification and professional needs analysis on student financial aid applications; monitors funding levels of Title IV and state funds to ensure accurate funding levels and timely disbursements to students; transmits federal, state, and institutional grants and scholarships disbursed to students; collaborates to monitor and reconcile total amounts disbursed for the grant and loan programs; and monitors and administers student financial aid accounts while ensuring compliance with all funding source requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification in the Financial Aid series is responsible for performing professional duties in the administration of the District's student funding program; incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective oversight of financial aid funds provided to students. Assignments are given with general guidelines. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Reviews, analyzes, affirms, and transmits funds from multiple sources for disbursement to students; ensures correct grant and/or loan amount is posted to each student's account; prioritizes workload according to file completion and internal office deadline dates; checks District disbursement dates for award year.
2. Assists non-resident students; processes aid to be applied toward any admissions fees owed.
3. Collaborates to monitor and reconcile total amount disbursed for the grant and loan programs after each disbursement and for year-end closing; coordinates to void or stale-date grants, scholarships, and loan checks to ensure proper reconciliation of funds.
4. Reads, interprets, and administers federal and state regulations and District policies as they apply to financial aid; ensures compliance with all regulations and participates in the annual audit.
5. Reviews federal guidelines as it relates to the Department of Education Common Origination Disbursement (COD) records to ensure an adequate grant and loan funding level for students; reports to and reconciles with the Department of Education loan amounts disbursed to students; resolves conflicts with student COD records.
6. Reviews multiple reporting records and overpayment reports from the Department of Education to follow up with other institutions and students to resolve conflicts; makes needed adjustments to financial aid packages for students.
7. Calculates and processes adjustments to students who are recipients of Title IV aid and who withdraw from the District during a payment period/period of enrollment in which the recipient began attendance; stops payment on checks if necessary; adjusts disbursements; reports adjustments to the Department of Education; transmits checks for post withdrawal disbursements while maintaining

- compliance with all federal and institutional regulations.
8. Reviews and takes appropriate action for subsequent Institutional Student Information Records (ISIR) that are received for students whose financial aid has already been disbursed; notifies and monitors students who are in overpayment from the current year and previous academic years; reports to the Department of Education when students fail to make payments.
 9. Monitors Appeal Approved students; packages their files; monitors classes they enroll in for each semester; and disburses grants only for courses their academic counselor has listed on their Approved Class List.
 10. Provides guidance, answers questions, and assists with training new staff and Federal Work Study students.
 11. Generates financial reports and business documents for submission to District management and funding agencies.
 12. Participates in District-provided in-service training.
 13. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Multiple sources of financial aid and the processes through which they are available.
2. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
3. A diverse range of student loan and grant funded options and their financial oversight requirements.
4. Methods and techniques of reconciling and balancing funding program accounts and working with internal and external auditors.
5. General office, business administrative, and financial processes.
6. Mathematical principles.
7. Operational characteristics of multiple databases from funding agencies to ensure data is properly retrieved, entered, and submitted.
8. Methods and techniques of preparing business and financial reports and documents.
9. Principles and practices of recordkeeping.

Ability to:

1. Interpret and apply a wide variety of changing federal, state, and institutional policies and procedures.
2. Examine, evaluate, and monitor student financial aid files and make adjustments based on specific funding criteria.
3. Interpret and apply rules and regulations from diverse funding sources including student loans and adjust funding based on same.
4. Exercise sound interviewing skills when discussing personal and sensitive issues with students.
5. Be thorough, organized, consistent, and accurate in processing diverse and complex financial aid files.
6. Prepare business and financial documents and reports on program services and operations.
7. Serve as a liaison for financial aid programs with internal and external organizations.
8. Perform accurate mathematical calculations and computations.
9. Stay current on changing funding policies, procedures, and requirements.
10. Maintain confidentiality of information received in the course of work.
11. Plan and organize clear and concise student records for audit and oversight purposes.
12. Exercise independent judgment within general policy and procedural guidelines.
13. Effectively use computer systems, software applications relevant to work performed, and business

- equipment to perform a variety of work tasks.
14. Communicate effectively in the course of performing work tasks.
 15. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
 16. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
 17. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree in finance, accounting, or a related field and three (3) years of increasingly responsible professional financial program experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.