

Financial Aid Specialist

Department: Student Services

FLSA Status: Non-Exempt

Grade/Level:

Work Schedule:

Job Status: Full Time

Reports To: Financial Director

Amount of Travel Required: Minimal travel required

Positions Supervised: None

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Responsible for the daily transmission of Institutional Student Information Records (ISIRs).
 - Responsible for daily Banner data load functions and document tracking procedures.
 - Identifies documents to send to all financial aid applicants (student data form and verification materials as indicated on ISIR).
 - Print ISIRs create individual files for all students.
- Financial Aid Customer Service
 - Assist students with completing the FAFSA and answering any related questions about financial aid.
 - Counsel parents and students on all aspects of the financial aid process.
 - Staff Financial Aid front counter during regular business hours, with some evenings and weekends required.
 - Answer financial aid phone calls, especially during peak processing times.
 - Field any financial aid questions that are presented at the front counter of Student Services.
- Manage all incoming and outgoing financial aid paperwork, mail, and confidential documents.
 - Evaluate all paperwork to ensure that it is complete with required signatures.
 - Process all incoming and outgoing mail for the Financial Aid Office.
 - Log all verification and packaging paperwork into Banner tracking forms.
 - Log all award letter decisions in Banner.
 - File paperwork accordingly.
- Awarding student aid in all Title IV Programs
 - Create accurate and timely award packages for all incoming and returning students.
 - Process complete FAFSA applications and review award packages for accuracy.
 - Generate award letters and assemble awards packages.
 - Monitor awarding process to stay within outlined budgets, while following all Title IV regulations with regards to packaging and awarding student financial aid.
- Management of the State and Federal Workstudy Programs
 - Prepare and maintain workstudy packets (W4, I9, workstudy handbook, timesheets, and contracts).
 - Manage job placement process and procedures.
 - Collect timesheets monthly and prepare them for the business office for payroll.
 - Maintain workstudy database.
 - Responsible for creating and updating all work study job descriptions.
 - Responsible for collecting signatures for all off campus work study agreements.
- Scholarship Management
 - Responsible for all correspondence, dissemination, and collection of all Miles Community College and Endowment scholarship applications.
 - Serve as Chair of the Scholarship Committee and facilitate the selection and awarding process.
 - Responsible for press release and high school notifications and certificates
- Member of Financial Aid Appeal's Committee
 - Record minutes from all meetings.
 - Voting member of committee.

- Financial Literacy, Entrance, Exit Counseling
 - Create and implement various financial literacy activities on campus.
 - Facilitate Transit training for all First Year Pioneer students.
 - Assist students with student loan entrance and exit counseling.
 - Assist students with the completion of student loan Master Promissory Notes.
- Any other duties assigned by the Financial Aid Director.

POSITION QUALIFICATIONS

Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts

responsibility for own actions; Follows through on commitments.

- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

Education: Minimum of an Associate Degree in related field preferred.

Experience: Ellucian/Banner experience preferred but not required. Applicant must be efficient and accurate with current office computer software and equipment, professional oral and written communication skills, taking and transcribing meeting minutes, appropriate handling of confidential information. Financial aid experience preferred but not required.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ **DATE** _____

REVIEWED BY (EMPLOYEE SIGNATURE) _____ **DATE** _____

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.