Financial Aid Specialist

Department: Student Services  Job Status: Full Time
FLSA Status: Non-Exempt  Reports To: Director of Financial Aid & Admissions
Grade/Level:  Amount of Travel Required: Minimal travel required
Work Schedule: M-F 8-5  Positions Supervised: None

POSITION SUMMARY
This position serves as the first point of contact for students, parents, and the public in the Financial Aid Office. This position is responsible for the day-to-day processing of federal financial aid applications, document tracking, and student records management. Along with providing administrative support to the Director of Financial Aid, this position also manages the Miles Community College work-study program. The Financial Aid Specialist will also assist with awarding all forms of institutional, state, and federal financial aid.

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)
- Perform various customer service functions to guide students and parents/families through the financial aid process. This includes staffing the Financial Aid front counter during regular business hours, answering financial aid phone calls, and fielding any financial aid questions that are presented at the front counter of Student Services.

- Assist students with completing the FAFSA and answering any related questions about financial aid, and manage the daily transmission of Institutional Student Information Records, daily data load functions, and document tracking procedures.

- Award student aid in all Title IV Programs, creating accurate and timely award packages for all incoming and returning students. Perform file review and verification of student aid applications and student and parental data in accordance with Title IV verification policies and procedures. Monitor awarding process to stay within outlined budgets, while following all Title IV regulations with regards to packaging and awarding student financial aid.

- Support Financial Aid Office processes through data-entry, filing, preparation and distribution of materials. Manage all incoming and outgoing financial aid paperwork, mail, and confidential documents.

- Manage the State and Federal Workstudy Programs and serve as office liaison to supervisors of student work-study employees.

- Maintain strict confidentiality, security, and integrity of all records. Handle highly sensitive information and confidential records and materials in compliance with federal and state regulations and institutional policy.

- Demonstrate commitment to providing quality customer service to students and campus partners. Work effectively with a diverse population of students, families, employees, guests, and visitors.

- Performing tasks as delegated by the Director of Financial Aid and Admissions or Vice President of Enrollment Management and Educational Support Services.
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.

• Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.

• Assessment - Assesses annual performance and works closely with the institutional research and enrollment management team.

Education: Associate degree in a related field required, bachelor’s degree preferred. An equivalent combination of training and experience may be substituted for a degree.

Experience: Experience within financial aid, bookkeeping, financial services, accounting, or higher education setting preferred but not required. Knowledge of computer software applications specifically Microsoft Office programs with proficiency in Word, Excel, and Outlooks; ability to learn and develop competency in MCC’s student information system software (Ellucian Banner or Jenzabar). Must possess professional oral and written communication skills, with keyboarding proficiency/accuracy and excellent proofreading ability. Ability to work independently and manage, prioritize, and complete multiple tasks with proficiency and timeliness in spite of regular interruptions. Must appropriately handle confidential information in accordance with state and federal laws.

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 College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.