



Job Classification Description

FINANCIAL AID SPECIALIST I VSCSF

**Grade 9
Non-Exempt**

BASIC FUNCTION

To provide technical and administrative assistance for student financial aid programs.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Provide general financial aid program information by phone, email or walk-ins. Respond to specific questions about a student's case; assist in completing forms and applications and entering information into automated information systems.
- Perform data processing related to student financial aid applications; review and update award files for additions or new information.
- Screen financial aid information and request documents when needed; finalize completed applications for forwarding to administrators for the awarding process.
- Assist with student interviews to inform student about payment responsibilities, loan collection efforts, adjustments of payment schedules or other information.
- Assist with preparing student award letters, work-study work authorizations, reports to federal agencies, and general office correspondence.
- Assist with supervising daily work of student workers.
- Stay abreast of financial aid regulations relating to job functions; maintain basic knowledge of relevant federal regulations, laws, and standards pertaining to student financial aid.
- Confer regularly with the Business Office and other departments/personnel to coordinate activities, exchange information, investigate and resolve problems.
- Assist the Director on special projects and other regular financial aid functions as assigned.
- Keep abreast of financial aid regulations and guidelines that apply to work assignments.
- Perform other related duties as assigned.

SUPERVISION RECEIVED

Moderate to minimal supervision is received from the Director of Financial Aid.

Financial Aid Specialist I, continued

MINIMUM QUALIFICATIONS

Associates degree in an appropriate discipline, plus one to three years of relevant clerical/administrative experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Good general typing, filing and other general office skills.
- Good reading and math skills; administrative skills; basic advising skills.
- Some relevant experience in maintaining moderately complex manual and computerized information systems desirable.
- Ability to understand and explain to others technical regulations governing student financial assistance programs. Previous financial aid experience desirable.
- Ability to deal effectively with students, parents and other college personnel, frequently regarding sensitive and confidential financial matters.

This general outline illustrates the type of work which characterizes the job classification. It is not an all encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.