

FINANCIAL AID SENIOR TECHNICIAN

DEFINITION

Responsible for a major office area, such as, system oversight, training staff on office computer software and hardware and serves as liaison with college technical staff.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received by the Associate Dean for Financial Aid.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Provides staff training on an on-going basis on technical Financial Aid policies and procedures as well as computer hardware and software.

Works in collaboration with other offices, such as AIS and Admissions and Records and outside agencies to develop office systems and interface with other entities on campus regarding policies and procedures.

Coordinates and participates in tasks relating to federal and state student aid programs, distribution of aid applications, review of processed aid application and documents, preparation of requests for documentation and the packaging of financial aid awards.

Coordinates day-to-day operations of the office to handle student flow and application processing. Recommends office procedures to best manage student flow and the incoming paperwork.

Uses, installs and upgrades current versions of PC application software for the EDE (electronic data exchange with the Dept of Education), Word Perfect, Cal Grant Web systems.

Reads and interprets complex technical computer program manuals to develop procedural instructions and instructs staff in use.

Makes requests for and designs special reports, screens and programs from campus AIS staff. Collaborates with AIS staff on layout and data collection sources. Tests and verifies accuracy of new data.

Compiles facts and figures necessary for the preparation of periodic and special reports to State and Federal authorities and District administration.

Analyzes complex application documents and corresponds with students and families regarding family income, asset and other confidential matters required to determine financial aid eligibility.

Interprets and applies federal and state regulations related to financial aid programs and recommends changes to current office policies and procedures.

Responsible for verifying student eligibility and interfacing with non-educational federal agencies, such as, INS, Selective Service, IRS and the Social Security Administration.

Packages financial aid awards in accordance with standard need analysis criteria and federal and state eligibility regulations and current office policy.

EXAMPLES OF DUTIES (continued)

Within federal guidelines and office policies, exercises professional judgment to override federal regulations in determining appropriate financial aid eligibility for students in special circumstances.

Administers specific programs and reporting for special programs.

Acts as a liaison to other campus offices, such as, EOPS and the FYE program.

Acts as a resource for other office staff regarding office systems, technical procedures and office policy.

Provides technical assistance to other campus offices on the financial aid application process, forms and regulations.

Evaluates student academic records to determine if student is meeting financial aid satisfactory academic progress standards.

Attends professional meetings and conferences to maintain current knowledge of federal and state regulations.

Organizes and analyzes data for research projects relating to financial aid recipients.

Performs internal audits to ensure compliance with State and Federal laws governing financial aid programs.

Conducts financial aid workshops for students, campus staff and outside groups or high schools.

Selects, trains, evaluates and maintains schedules of student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Current federal and state regulations, requirements and procedural guidelines pertaining to student financial aid programs.

Financial recordkeeping and office management procedures.

Understanding of personal computer and mainframe computers hardware and software.

Ability to:

Work independently and as a team member with minimal supervision.

Manage a high volume workload, set priorities and work under pressure.

Understand, interpret and apply laws, regulations and program procedures.

Gather and compile statistical and financial data.

Communicate effectively with a diverse student population, faculty, staff, outside agencies and the public.

QUALIFICATIONS (continued)

Establish and oversee systems and procedures pertaining to financial aid programs.

Present clear and concise oral and written reports.

Analyze a variety of data and make appropriate recommendations.

Use a personal computer and mainframe computer terminal.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Bachelor's degree in Business Administration, Accounting, Information Systems, Human Relations from an accredited college or university or other educational programs directly related to the duties to be performed or the equivalent.

Three years of paid technical experience in financial aid or other specially funded programs, which included paid experience in operating a personal computer or a computer network or equivalent.

Desirable:

Previous work experience in a financial aid office in a college environment.

Previous lead worker experience.