Financial Aid Technician I

BASIC FUNCTION: Under the supervision of the Director of Financial Aid & Scholarships, perform professional customer service transactions for all programs under Title IV Federal, State and Institutional specialized grants, waivers and scholarships. The Tech I is responsible for office operations and clerical functions pertaining to Financial Aid and scholarship programs.

REPRESENTATIVE DUTIES:

1. Assist in the coordination of the day to day operations and work flow of the front office.
2. Responsible for front counter and answering phone calls. Schedules appointments for the Director and also for the Tech III. Keeps all meeting/appointments on computer systems up to date. Ensures coverage of the front counter at all times.
3. Assists students with applying for Financial Aid and Scholarships; filling out applications, distributing and collecting proper documentation to support applications, etc.
4. Maintain all files, making sure there is an adequate supply of all financial aid forms, applications and office supplies. Create purchase requisitions for travel, purchases, etc.
5. With direction of the Financial Aid Director, coordinate all conferences and travel for financial aid staff members.
6. Assists with the preparation of communication pieces and electronic correspondence to students.
7. Responsible for the scanning and archiving of student financial aid documents.
8. Assist in the development of forms and information for maintaining current knowledge of Federal, State and Institutional policies and regulations for the delivery of all forms of financial aid. Stay current through attendance at webinars, on and off campus staff trainings and by using online resources.
9. Collaboration with various student services and academic departments including services located at the Needles Center.
10. Assist in the workflow for processing file documents and completion of all financial aid requests in compliance with Federal, State and Institutional regulations.
11. Ensure accurate communication and marketing of financial information to a diverse student population through advertising campaigns, flyers, letters, emails and websites which include information regarding financial aid updates, deadlines and programs.
12. Assist with data entry of the state wide grant Board of Governors Fee Waiver (BOGW).
13. Maintain compliance required by State regulations assuring modifications, additions, and:
    a. Legislative changes are implemented.
    b. Develop annual applications, policy and procedures and customer service guidelines for the BOGW program.
    c. Verify Veterans eligibility for the BOGW through documents received through the Department of Veterans Affairs.

   d. Accountable for BOGW applications records retention in compliance with State regulations.
   e. Audit BOGW applications for eligibility requirements to ensure accurate data input for State reporting purposes.
14. Ensure all non-verified files are processed and prepared for timely awarding.
15. Continually updates financial aid regulatory knowledge by participating in trainings and seminars provided by the District, Department of Education and other organizations.
16. Assist with workshops and seminars related to student financial operations and benefits for students.
17. Participates in District-provided in-service training programs.
18. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
19. Perform other duties, related to the position, as assigned.

LENGTH OF CONTRACT:
12 Month position (40 hours per week) (Evening and weekend duties may be assigned)

CLASSIFICATION:
Class 5 of the classified schedule.

BENEFITS:
Regular fringe benefits package per CSEA contract will be accorded for this position.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or GED equivalent.
2. Typing skills @ 40 wpm.
3. Ability to communicate effectively orally and in writing.
4. Ability to work under time constraints and deadlines
5. Experience in data entry, retrieval, and report preparation.
6. Ability to pass clerical skills test.
7. Physical ability to work effectively in a fast paced environment.

PREFERED QUALIFICATIONS:

1. Associates Degree.
2. Prior experience working in a Student Services or Financial Aid Department.
3. Ability to speak, read, and write Spanish or other languages.