Financial Aid Technician II

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 Programs. The Tech II is responsible for the mid-level technical operations for the Financial Aid Department.

REPRESENTATIVE DUTIES:

1. Responsible for the identification and recruitment of financial aid, EOPS and BOGW eligible students, to include providing the information to potential students (orientation presentations if needed) maintaining records, and follow-up.
2. Assist in providing coverage for front counter and phones, as needed.
3. Assist in providing guidance and direction to students and families on guidelines for the Department of Education for Dependency status changes requiring validation of various official and high level security documents.
4. Assist the Financial Aid Technician III in determining the accuracy of required documents such as: Selective Service Verification, Citizenship Verification, student and parent Federal Tax forms. Create purchase requisitions for travel, purchases, and etc.
5. Responsible for Return of Title IV calculations based on student withdrawals and total failure (all F grade).
6. Updates and prepares communication pieces and electronic correspondence to students.
7. Assist with 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 continual attendance at webinars, on and off campus staff trainings and by using online resources.
9. Responsible for updating and inputting communication emails and letters into the student database system.
10. Collaborates with various student services and academic departments including services located at the Needles Center.
11. Assist in the workflow for processing file documents and completion of all financial aid requests in compliance with Federal, State and Institutional regulations.
12. 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.
13. Assist in the administration and awarding of the state wide grant Board of Governors Fee Waiver (BOGW).
14. 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.

15. Assist the FA Technician III with all non-verified files that are processed and prepared for timely awarding.
16. Accountable for the accuracy of information regarding the disbursement of funds to students based on enrollment status and financial aid eligibility.
17. Continually updates financial aid regulatory knowledge by participating in trainings and seminars provided by the District, Department of Education and organizations including CCCSFAAA (California Community Colleges Student Financial Aid Administrators Association), and other financial aid agencies.
18. Present workshops and seminars related to student financial operations and benefits for students.
19. Participates in District-provided in-service training programs.
20. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
21. 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 8 of the classified schedule.

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

POSITION QUALIFICATIONS:

1. Typing skills @ 40 wpm.
2. Associates Degree.
3. Ability to communicate effectively orally and in writing.
4. Ability to interpret Federal, State and Institutional policies and procedures.
5. Ability to perform duties requiring attention to detail.
6. Ability to work under time constraints and deadlines.
7. Experience in using computers in terms of data entry, retrieval, and report preparation.
8. Ability to pass the clerical skills test.
9. Physical ability to work effectively in a fast paced environment.

PERFERRED QUALIFICATIONS

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