Financial Aid Technician III

BASIC FUNCTION: Under the supervision of the Director of Financial Aid & Scholarships, supervise all professional customer service transactions for all programs under Title IV Federal, State and Institutional specialized grants, waivers and scholarships, ensuring complex and confidential documents and information are accurate, current and are compliant with all required regulations.

PROVIDES WORK OR LEAD DIRECTION TO: Supervise Student workers as well as Federal Work Study student(s).

REPRESENTATIVE DUTIES:

1. Assist in coordinating the day to day operations and work flow of the front office.
2. Makes recommendations regarding new technology, departmental operation, procedures with the front office staff, support specialist, short term employees and ensures compliance to policies and procedures.
3. Assist in providing coverage for front counter and phones, as needed.
4. Responsible for the integrity and accuracy of data gathered and compiled for State and Federal reporting.
5. Provides 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.
6. Serves as the counter lead in the Student Services office when determining the accuracy of required documents such as: Selective Service Verification, Citizenship Verification, student and parent Federal Tax forms.
7. Develop 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.
8. Serve as liaison between the initial line of customer service and the Financial Aid Technician(s) to determine the course of further action for customers with extenuating circumstances and financial situations.
9. Collaborates with various student services and academic departments including services located at the Needles Center.
10. Responsible for the workflow for processing file documents and completion of all financial aid requests in compliance with Federal, State and Institutional regulations.
11. Ensures 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. Responsible for the administration of the state wide grant Board of Governors Fee Waiver (BOGW,) including awarding of the fee waivers (BOGWs).
13. Responsible for the collection of data for determination of satisfactory progress for Financial Aid students.

14. Responsible for awarding and reporting Cal Grant Awards and reconciliation to California Student Aid Commission.
15. Responsible for ensuring all non-verified files are processed and prepared for timely awarding. Coordinate receipt of non-verified student file lists from the technicians and monitors processing progress for each deadline. Verify the accuracy of documents received and make sure that all saved lists are accurate, organized and follow established policy and procedures prior to awarding and accountable for the accuracy of information regarding the disbursement of funds to students based on enrollment status and financial aid eligibility.
16. Maintains 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.
17. Mentor and train new employees in all areas related to preparation and processing of student files for awarding in accordance with financial aid regulations.
18. Responsible for the collection of data for federal and state program yearly applications and reports including State MIS reporting. Assist with all edits of MIS reporting to the State.
19. Present workshops and seminars related to student financial operations and benefits for students.
20. Participates in District-provided in-service training programs.
21. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
22. Performs other duties, related to the position, as assigned.
23. In the absence of the Director of Financial Aid and Scholarships, maintain the current functions of the office to ensure the delivery of Federal and State Financial Aid.

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

CLASSIFICATION:
Class 10 of the classified schedule.

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

POSITION QUALIFICATIONS:

1. An Associate's Degree and two years of experience within a Financial Aid department.
2. Typing skills @ 40 wpm.
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 clerical skills test.
9. Physical ability to work effectively in a fast paced environment.

PREFERED QUALIFICATIONS:

1. Bachelor's Degree.
2. Ability to speak, read and write Spanish or other languages.