

San Joaquin Valley College
Job Description

Job Title: Financial Literacy Specialist

Department: Financial Aid

Reports To: Campus President

Classification: Exempt FT Hourly PT Hourly

Evaluation Form: FLS (Financial Services)

Summary: In relation to contributing to SJVC's mission and goals, under direct supervision of the Campus President the Financial Literacy Specialist will be responsible and accountable for contacting designated student groups to support with loan repayment education, and preparing students to repay their educational loans. This position requires fundamental knowledge of loan repayment plans and default prevention best practices. The Financial Literacy Specialist will have a high degree of accountability for developing student loan education programs to increase student repayment for assigned student groups and/or campuses. Students will be contacted in-person at the campus and through strategic student outreach including outbound/inbound calls, text and email.

Essential Duties and Responsibilities:

- Conduct and facilitate financial literacy activities, including educational programs and outreach to assigned students
- In collaboration with third-party vendor, counsel student loan borrowers on available repayment, deferment and forbearance options and assist in connecting with loan servicers
- Leverage available reports and data to identify Cohort Default Rate (CDR) reduction opportunity and develop initiatives to close performance gaps
- Facilitate interdepartmental communication and lead efforts to improve financial literacy of students and achieve reduce institutional loan default
- Request/retrieve reports from the NSLDS (National Student Loan Data System) to facilitate effective management of student cohort groups and repayment data
- Maintain current knowledge of federal Title IV regulations, state rules and institutional policies pertaining to financial aid including satisfactory academic progress
- Support additional third-party efforts to increase cures with students to resolve delinquency.
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Core Competencies:

Adaptability – Responds to change with a willingness and ability to learn new ways of working. Adapts approach and demeanor in real time to match the shifting demands of different situations.

Communication – Develops and delivers communication that conveys a clear understanding of the unique needs of different audiences. Listens to others and allows them to make their point.

Integrity & Ethics – Demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; treats people with respect; keeps commitments; inspires the trust of others and upholds organizational values.

Organization Support – Supports organizations goals and values. Is keenly aware of the time frame in which tasks or projects needs to be done; accepts and mirrors the level of urgency conveyed by the manager or customer being served; puts first priority on the needs of the organization or the needs of its customers. Fosters collaboration and teamwork across the Institution.

Professionalism – Approaches other in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follow through on commitments.

Job Competencies:

Customer Focus – Personally, demonstrates that external or internal customers are a high priority. Identifies and understands customer needs and impresses customers with exceptional service.

Deliver Results – Consistently achieves results within established timelines and shows resilience when faced with obstacles.

Quality of Work – Establishes a track record of producing work that is highly accurate, demonstrates attention to detail, and reflects well on the organization; is personally committed to high quality work and encourages others to have similar standards.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This individual must be able to process inbound and outbound calls, self-managing tasks, and workflow to ensure all students are contacted in a timely manner and with the highest degree of customer service. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate’s degree preferred along with one year of accounts payable experience, preferably in an educational setting.

Language Skills – Ability to read and comprehend simple instructions, short correspondence and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to students, business representatives and employees of the organization.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; ability to compute rate, ratio and percent.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook, as well as Accounting and proprietary software used to maintain student records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this

job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to fingers, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.