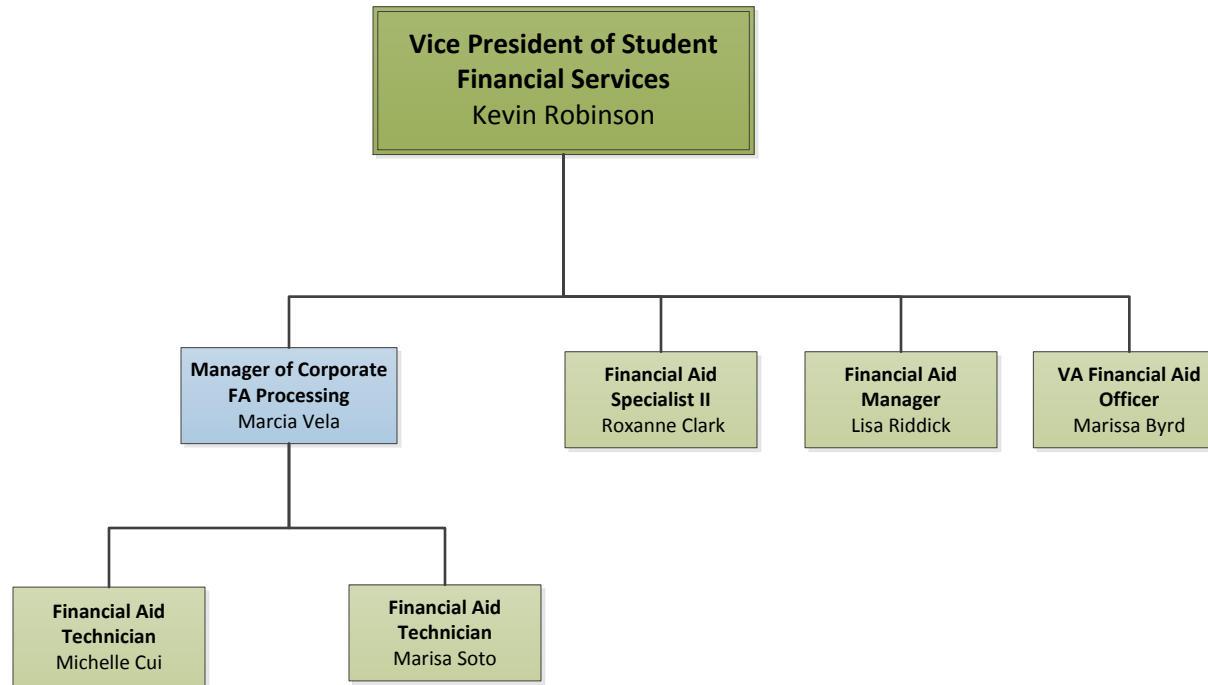





## Student Financial Services Organizational Chart



-  Leadership Position
-  Management Position
-  Nonsupervisory Position

*San Joaquin Valley College*  
**Job Description**

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**Job Title: Vice President of Student Financial Services**  
**Department: Student Financial Services**  
**Reports To: Board of Directors**  
**Classification: Exempt**

**Summary:** The Vice President of Student Financial Services ensures proper administration of all Title IV federal financial aid programs and minimizes corporate liabilities resulting from improper handling of federal monies; responsible for the fiscal administration and reporting for PELL, SEOG and all other financial aid programs.

**Essential Duties and Responsibilities:**

- Evaluates and monitors SJVC's compliance with current financial aid regulations for all Title IV programs at each campus
- Evaluates and monitors fiscal administration and reporting for PELL, SEOG and all other financial aid programs
- Maintains a current knowledge of all applicable regulations
- Writes and updates school policies related to financial services
- Provides technical support for Financial Services staff and Campus Directors
- Monitors billing activities for loan accounts
- Handles system administration for Financial Services computer system
- Reviews monthly balances on federal account bank statements and ledgers
- Transmits, receives and prints PELL Electronic Data Exchange information
- Supervises corporate Financial Services staff
- Performs other duties as assigned

**Supervisory Responsibilities:** Manages five subordinate supervisors who supervise a total of 6 employees in the Student Financial Services Department. Is responsible for the overall direction, coordination, and evaluation of these units. Also directly supervises two non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Visionary Leadership – Inspires respect and trust.

Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Delegation – Delegate work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies employee and student feedback; fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.

Business Acumen – Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others 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; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Board of Directors' direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; and master proprietary software used in student and employee 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 finger, 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.

**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.

*San Joaquin Valley College*  
**Job Description**

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**Job Title:** Manager of Corporate FA Processing  
**Department:** Financial Aid, Corporate  
**Reports To:** Vice President of Student Financial Services  
**Status:** Full-Time, Exempt  
**Form Code:** FAM (Financial Aid Management)

**Summary:** The Manager of Corporate FA Processing is responsible for oversight of the Corporate FA processing of all financial aid. The Manager of Corporate FA Processing will ensure that all aid is processed in a timely manner and in compliance with all applicable regulations. The Manager of Corporate FA Processing will serve as the functional expert on awarding and processing aid for the Corporate and Campus FA staff. In collaboration with the Vice President of Student Financial Services and the Compliance Auditor, the Manager of Corporate FA Processing will make recommendations for system improvements, research and implement best practices for awarding and processing aid, and provide training on policy and procedure updates and regulatory changes.

**Essential Duties and Responsibilities:**

- Oversees processing of Financial Aid packets, including reviewing for accuracy, completeness, and timeliness of processing.
- Monitors workload and production level of Corp FA technicians
- Monitors Data transmission activities of FAFSAs/ISIRs, COD data, and SSCRs, to ensure compliance with Title IV regulations and internal policies and procedures
- Assures timely posting of FA batches to keep past due FA at a minimum
- Updates FA forms each award year
- Oversees electronic processing including Import/Export of FAFSA/ISIRs in Campus Vue, ISIR corrections, COD record processing, MPN manifests, resolution of MPN and other COD issues and SSCR processing
- Responsible for all G5 and COD Cash activities including Approving disbursement batches, Cash requests, Maintaining SFA ledgers, Monthly reconciliations of Direct Loans, Federal Funds, and Cal Grant accounts and yearly balancing and closeout.
- Prepares the annual FISAP report
- Coordinates the annual SFA Audit
- Acts as Secondary Security Administrator for the SAIG portal
- Oversees R2T4 and Institutional refund calculations to assure timely and accurate processing.
- Assists in processing of non-title IV aid sources including Cal Grant, VA, Private Loans, and Agency funding, and will assist in securing new sources of aid to impact 90/10 ratios.
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

**Supervisory Responsibilities:** Manages the Corporate Financial Aid technicians and Refund Processors. Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Has the authority to make suggestions and recommendations, which will be given particular weight, as to the hiring or firing and as to the advancement and promotion or any other change of status of assigned employees.

## **Core Competencies**

Integrity – Acts in a way that 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; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others 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; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

## **Job Competencies**

Manages Multiple Projects –Handles multiple assignments and priorities yet still fulfills all commitments; readily accepts new responsibilities and adapts well to changes in procedures; gives appropriate priorities to various work demands.

Training and Development – Ensures that staff members get a sufficient amount of orientation, training, and development opportunities to maximize their chances of being successful in their assignments; views training and development as an investment in employees and uses mentoring, cross-functional assignments, job rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and experience; encourages self-development opportunities.

Analytical Thinking – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 – Bachelor's degree (BA/BS) from an accredited four-year college or university. Minimum of five years experience administering Title IV student financial aid required.

Travel – Less than 25%

Language Skills – Ability to read and interpret documents such as handbooks and government policies regarding financial aid; ability to write routine reports and correspondences; ability to speak effectively in a one-on-one situation or before groups of students 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 and to draw and interpret bar graphs.

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; and master proprietary software used to maintain students 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 finger, handle, or feel; talk and hear. The employee is frequently required to walk and reach with hands and arms. 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.

*San Joaquin Valley College*  
**Job Description**

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**Job Title: Financial Aid Technician**  
**Department: Financial Aid, Corporate**  
**Reports To: Corporate Financial Aid Manager**  
**Status: Non-exempt**

**Summary:** The Financial Aid Technician II is responsible for the processing of financial aid information at the corporate level.

**Essential Duties and Responsibilities:**

- Marks Disbursement Batches- Direct Loan, PELL, SEOG
- SSCR Processing
- Process Financial Aid packets, including reviewing for accuracy and completeness
  - a) Verification
  - b) ISIR comment code resolution
  - c) NSLDS transfer monitoring
  - d) CampusVue F/A schedules
- Assists with electronic processing
  - a) Input/Export FAFSA/ISIRs
  - b) ISIR corrections
  - c) COD record processing – Origination changes - Professional Judgments/Dependency Overrides
- Assists with Importing and exporting data files
- Assists with promissory note manifests – Resolution of MPN Linking Issues
- Provides backup to the Refund Calc Processor
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason even when dealing with emotional topics.

Project Management – Completes projects on time.

Interpersonal Skills – Maintains confidentiality; listens to others without interrupting.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar.

Teamwork – Exhibits objectivity and openness to others' views; gives and welcomes feedback.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; support organization's goals and values.

Motivation – Demonstrates persistence and overcomes obstacles; measures self against standard of excellence.



Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitor own work to ensure quality.

Quantity – Completes work in a timely manner; works quickly.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time.

Dependability – Follow instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 Degree Preferred. Minimum of four years experience in Federal Financial Aid Programs.

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.

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 other database software.

**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.

*San Joaquin Valley College*  
**Job Description**

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**Job Title:** Financial Aid Specialist I  
**Department:** Financial Aid  
**Reports To:** VP of Student Financial Services  
**Classification:** Full-time, Exempt  
**Evaluation Form:** RS – Records Services

**Summary:** The Financial Aid Specialist I is regularly required to exercise discretion and independent judgment by analyzing, developing and providing financial aid training to existing and new employees on an ongoing basis; reviewing and monitoring operational procedures for all campus financial aid staff; and meets regularly with campus staff to ensure compliance with all policies and procedures. This position will require travel to campus locations as well as utilizing video conferencing.

**Essential Duties and Responsibilities:**

- Provide training for existing employees and new hires - Net price calculator, FASFA and financial aid calculations, Verification and ISIR review, CampusVue procedures, Customer service
- Review, audit, and follow-up on campus level financial aid management reports (RBS, Past Due, etc.)
- Review College FA policies and procedures on an ongoing basis and recommends necessary changes
- Lead (face-to-face or web-based) meetings with campus financial aid staff on processing issues
- Campus level FA processing as needed
- Performs other duties as assigned

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

**Core Competencies**

Integrity – Acts in a way that 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; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others 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; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

### **Job Competencies**

Customer Service – Manages difficult or emotional employee and student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for assistance; meets commitments.

Teamwork – Contributes to building a positive team spirit; willing to provide help when needed; committed to accomplishing the College's goals and objectives.

Quality of Work – Has established 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.

Productivity – Meets or exceeds productivity standards that have been established for organizational level or position; has successfully combined skills, ability and effort level to ensure that expectations related to results/output are achieved.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 – Associates degree (A.A., A.S.) or equivalent from a two-year college or technical school; or a minimum of three (3) years of experience in financial aid; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze, and interpret a variety of Title IV regulations and other mandates; formulate policies and procedures based upon changes in regulations; ability to write business correspondence; ability to effectively present information and respond to questions from students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions and decimals accurately.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of MS Word, Excel, Access and Outlook; and master 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 finger, handle, or feel; talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 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 quiet.

*San Joaquin Valley College*  
**Job Description**

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**Job Title:** Financial Aid Specialist II  
**Department:** Financial Aid  
**Reports To:** Corporate Director of Financial Services  
**Classification:** Full-time, Exempt  
**Evaluation Form:** RS – Records Services

**Summary:** The Financial Aid Specialist II is regularly required to exercise discretion and independent judgment by analyzing, developing and providing financial aid and student accounts training to existing and new employees on an ongoing basis; reviewing and monitoring operational procedures for all campus financial aid staff; and meets regularly with campus staff to ensure compliance with all policies and procedures. This position will require travel to campus locations as well as utilizing video conferencing.

**Essential Duties and Responsibilities:**

- Participate in the hiring and separation processes
- Provide training for existing employees and new hires – Broadleaf system, FAFSA and financial aid shopping sheet and calculations, Verification and ISIR review, CampusVue procedures, Customer service
- Review, audit, and follow-up on campus level financial aid and student accounts management reports (RBS, Past Due, etc.)
- Review College financial aid and student accounts policies and procedures on an ongoing basis and recommends necessary changes
- Lead (face-to-face or web-based) meetings with campus financial aid and student accounts staff on processing issues
- Campus level FA processing as needed
- Performs other duties as assigned

**Supervisory Responsibilities:** This job has no direct supervisory responsibilities. Technical oversight of financial aid and student accounts at the campus level. Responsibilities include participation in interviewing, hiring and training campus employees; providing input on employee evaluations; addressing complaints and resolving problems; providing input on disciplinary action including termination.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

**Core Competencies**

Integrity – Acts in a way that 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; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others 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; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

### **Job Competencies**

Customer Service – Manages difficult or emotional employee and student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for assistance; meets commitments.

Teamwork – Contributes to building a positive team spirit; willing to provide help when needed; committed to accomplishing the College's goals and objectives.

Quality of Work – Has established 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.

Productivity – Meets or exceeds productivity standards that have been established for organizational level or position; has successfully combined skills, ability and effort level to ensure that expectations related to results/output are achieved.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 – Associates degree (A.A., A.S.) or equivalent from a two-year college or technical school; or a minimum of three (3) years of experience in financial aid; or equivalent combination of education and experience. Degrees must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided.

Language Skills – Ability to read, analyze, and interpret a variety of Title IV regulations and other mandates; formulate policies and procedures based upon changes in regulations; ability to write business correspondence; ability to effectively present information and respond to questions from students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions and decimals accurately.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of MS Word, Excel, Access and Outlook; and master 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 finger, handle, or feel; talk and hear. The employee is frequently required to reach with hands and arms. The employee is

occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 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 quiet.

*San Joaquin Valley College*  
**Job Description**

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**Job Title:** Corporate VA Certifying Official  
**Department:** Corporate Financial Aid  
**Location:** Visalia Campus  
**Reports To:** VP Student Financial Services  
**Classification:** Full-time, Non-exempt

**Summary:** The Corporate VA Certifying Official is responsible for maintaining the VA certifications in the VA ONCE online system. The Certifying Official will work closely with the Campus designated VA point of contact to ensure that all VA benefits are processed within VA policy guidelines and institutional procedures. A high level of ethics is required in the counseling of students.

**Essential Duties and Responsibilities:**

- Make sure student has completed all forms before certifying in VA Once
- Knowledge of all aspects in VA Once
- Set up/update standard programs and terms in VA Once
- Certify, amend, adjust or terminate certs as requested by campus
- Deactivate all inactive students once all certs have been processed
- Scan all VA documents in eBridge
- Run status change report every week to catch terms, drops, LOAs, probations
- Submit questions to VA via Right Now Web
- Notify VA of probation via Right Now Web
- Accurately calculate VA funding per term/AY
- Other Duties as assigned

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

**CORE COMPETENCIES:**

Integrity – Acts in a way that 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; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others 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; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and

credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

**JOB COMPETENCIES:**

Quality of Work – Has established 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.

Quantity of Work – Completes work in a timely manner; works quickly.

Versatility – Is able to take on a variety of different tasks and roles in the organization. Can move in a relatively seamless manner from one task or focus to another and can fill in for other team members when they are absent or are experiencing work overload.

Ability to Learn New Skills – Tends to learn new skills quickly on his/her own AND apply them both quickly and effectively to work situations.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 – Associates degree (A.A., A.S.) or equivalent from a two-year college or technical school; or a minimum of three (3) years of experience in certifying veterans benefits; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze, and interpret a variety of Title IV regulations and other mandates; formulate policies and procedures based upon changes in regulations; ability to write business correspondence; ability to effectively present information and respond to questions from students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions and decimals accurately.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of MS Word, Excel, Access, Outlook and VA ONCE; and master 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 finger, handle, or feel; talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 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 quiet.