

San Joaquin Valley College
Job Description

Job Title: Financial Aid Officer
Department: Financial Aid
Reports To: Financial Aid Manager

Summary: The Financial Aid Officer assists applicants and students with their eligibility for federal financial aid programs by calculating anticipated awards in PELL, SEOG, Stafford and supplementary loans, and other Title IV and non -Title IV programs. The FAO packages and awards all Title IV and non-Title IV aid for each academic year in Campus Vue. All work is performed within the established governmental regulations and institutional procedures. A high level of ethics is required in the counseling of students.

Essential Duties and Responsibilities:

- Assists students in applying for and receiving financial aid.
- Administers and tracks students' financial aid once it is received.
- Tracks all Financial Aid documents.
- Assures the student is well informed regarding eligibility for funding sources and the responsibilities associated with each.
- Schedules FA payments in the computer.
- Gives prospective students an estimate for Financial Aid.
- Enrolls students with Financial Aid.
- Tracks a student's progress.
- Performs required document tracking for drops, terminations, and graduates including R2T4, PWD, and loan exit materials.
- 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:

Analytical – Possesses an extensive expertise in the area of student loan programs; synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures; performs work with accuracy.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits 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.

Oral Communication – Speaks clearly and persuasively in positive or negative situations with students, employees and the business community; listens and gets clarification; responds well to questions; demonstrates one on one presentation skills.

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; coordinates a wide variety of activities and meets required deadlines; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches students and co-workers 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.

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

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 on time; ensure work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction in a positive manner; commits to long hours of work when necessary to meet the admissions process needs.

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.