Financial Aid Officer

BASIC FUNCTION

Under the direction of an assigned supervisor, plan develop, organize, and coordinate the College's Financial Aid Services; award aid packages and assure compliance with federal, State, and program requirements; train and provide work direction to assigned personnel.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification perform specialized financial aid duties to support the district's financial aid department, awarding financial aid packages. and to provide financial aid information to students and perspective students. This classification is the most senior of the financial aid classifications and requires the highest degree of financial aid knowledge and experience.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified.

1. Plan, organize, develop, and coordinate the College's Financial Aid and work study programs.

2. Interpret and implement federal, State, and program guidelines governing financial aid programs; maintain knowledge of guideline revisions and implement accordingly.

3. Develop procedures necessary to properly package applications for financial aid; award prepared packages in compliance with applicable State and federal guidelines.

4. Monitor status of program funds; prepare budgets and disbursement program guidelines; account for proper expenditure of financial aid funds.

5. Review student complaints and problems and resolve as appropriate; interview and advise students regarding financial aid matters; process student appeals according to established procedures.

6. Train and provide work direction to financial aid staff; provide technical direction and guidance; provide input to performance evaluations as requested.

7. Oversee financial aid computer information system; troubleshoot problems and coordinate to resolve with the appropriate personnel.

8. Coordinate with a variety of other departments to assure timely processing of financial aid and disseminate program information.

9. Prepare a variety of complex statistical and narrative reports; assure the maintenance of accurate financial aid records and files.

10. Attend a variety of meetings, workshops, and conferences; represent the district to other educational institutions and community organizations.

11. Perform job-related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Federal and State rules and regulations pertaining to financial aid.
- Requirements of various scholarships, grants, loans, and awards.
- Work study and other financial aid related programs.
- Financial aid application procedures
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Use of financial aid software.
- Principals of supervision and training.

Skills and Abilities To:

- Read, interpret, apply, and communicate information pertaining to financial aid.
- Communicate effectively both orally and in writing.
- Train and provide work direction to others.
- Prepare and maintain accurate statistical and financial records.
- Exercise sound judgement and discretion in solving difficult and sensitive issues.
- Work effectively and independently with minimal supervision.
- Demonstrate a commitment to diversity, equity, inclusion, and accessibility.
- Establish and maintain effective working relationships.
- Meet demanding schedules and conflicting timelines.

Education and Experience:

Associate degree in business, social science, or other related field and three (3) years of clerical or office coordination experience, including two (2) years in financial aid or related field.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS

Work Environment:

Office

Physical Demands:

Work is performed primarily in a standard office environment with frequent interruptions and distractions; extended periods of time of viewing a computer monitor.

Requires sufficient physical ability to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information.

<u>Vision</u>: See in the normal visual range with or without correction. <u>Hearing:</u> Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

Mental Demands:

Work in an environment of frequent interruptions and possible dissatisfied individuals. Handle stress of meeting deadlines under pressure.