

Position: Financial Aid Processing Specialist  
Department: Financial Aid  
Reports to: Financial Aid Director

Position Number:  
FLSA: Non-exempt  
Salary Grade: 117

### Summary

Advises and assists financial aid staff and students regarding all aspects of financial aid programs, forms, regulations, and procedures. Coordinates the calculation of federal need analysis and awarding of financial aid. Responsible for maintaining all aspects of electronic transmission of financial aid records to the Federal and State databases and participates in the reconciliation of same. Works independently under minimal supervision. Performs advanced technical duties related to financial aid processing, including trouble -shooting, and correcting problems.

### Essential Duties and Responsibilities

- Perform electronic receipts and transmissions of student aid files from Federal and State sources.
- Coordinate and set computer parameters each new Financial Aid year based on Federal and State annual changes to efficiently process student aid records; maintain personal computer database files and applicant import history.
- Transfer files into institutional computer system and perform various procedures to prepare the files for processing.
- Coordinate ISIRs and assign tracking letters as required for each upload. Perform processes necessary to manage communications required to complete student file.
- Monitor expenditures and maintain accurate fiscal records.
- Process Federal and State originations and disbursements.
- Develop and run queries of the financial aid database for federal, state, and local reporting.
- Review and process Student Loan Clearinghouse reports.
- Assist in loan default prevention measures as assigned by the Director of Financial Aid.
- Provide liaison to ITS staff on hardware/software upgrades and modifications.
- Prepare and maintain various reports related to mandated Federal and State reporting. Research and analyze campus and District data, recommending changes as appropriate.

- Provide records and documents for completion of periodic audits.
- Assist in analyzing and recommending improvements to CR's ongoing outcomes assessment, and program review.
- Develop, test, and implement solutions to system issues utilizing independent judgement, research, professional resources, and an understanding of departmental functions and procedures.
- Maintains up to date knowledge of laws, regulations, policies, procedures, and automated systems that guide or support the functional area.
- Provide backup assistance to other office staff during peak times.

## Qualifications

- **Knowledge and Skills**

Requires considerable knowledge of complex principles, financial aid policies, procedures, and operations. Requires knowledge of Federal and State regulations, policies and procedures relating to awarding and administering Financial Aid. Requires problem solving and analytical skills, and an in-depth knowledge of the subjects and workflow requirements. Requires math skills sufficient to compute sums, portions, percents, ratios, and quotients from formulas and tables.

The skills to:

- Work with large, complex data files. Perform relational database queries, data analysis, interpretation, documentation, and presentation of research findings.
- Use computer applications including Microsoft Excel, Word, PowerPoint applications and relational databases.
- Work independently and collaboratively while under pressure; productively organize, prioritize, and manage multiple concurrent projects; and consistently meet schedules and timelines.
- Communicate effectively, both orally and in writing.
- Promote use of and access to information for assessment and decision-making.
- Experience working with diverse populations.
- The ability to display a positive attitude and to plan and adapt to change.
- Ability to collaborate effectively with college departments and cross-

functional teams.

- Strong interpersonal, oral, and written communication skills.

- **Abilities**

Requires the ability to independently perform all the duties of the position efficiently and effectively. Must be able to coordinate and perform the various tasks within the assigned office and work independently with minimal supervision. Must be able to learn, interpret, explain, and apply College and program policies, rules, and objectives. Requires the ability to plan, organize and prioritize work to meet schedules and timelines. Requires the ability to analyze situations.

- **Physical Abilities**

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

- **Education and Experience**

Associate degree and two years of progressively responsible experience in a student financial aid field. Comparable related work experience may substitute for higher education. A bachelor's degree may substitute for experience.

- **Licenses and Certificates**

Valid driver's license.