



**Classification Title: Admissions/Financial Aid Specialist I**

<b>Department:</b>	Multiple	<b>EEO6 Code:</b>	4
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	19
<b>Supervision Received From:</b>	An Assigned Administrator or Supervisor	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	General Supervision	<b>Last Revision:</b>	3/2017 (Reevaluation)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**JOB SUMMARY.**

In a training capacity, learns and performs a variety of enrollment, admissions and financial aid duties at a front counter or in a back office environment on District-wide and special programs relevant to assigned areas of responsibility; answers a wide variety of questions from prospective students, parents, faculty, other District staff and the public.

**DISTINGUISHING CHARACTERISTICS.**

Admissions/Financial Aid Specialist I is distinguished from Admissions/Financial Aid Specialist II by the former's responsibility for learning and performing entry- to journey-level duties associated with admissions, enrollment and financial aid processes. The Admissions/Financial Aid Specialist II class performs a full range of advanced, specialized admissions/enrollment assignments in addition to the standard duties performed by Admissions/Financial Aid Specialist I class.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. In a training capacity, learns and performs a variety of responsible duties associated with the District's enrollment, admissions and financial aid processes; as experience is gained and training completed, performs duties with a greater degree of independence and is assigned to various front counter and back office teams performing elements of the functions and processes involved.
2. Assists current, returning, concurrently enrolled and prospective students, parents, District faculty and staff and the public at a front counter on a wide range of admissions, enrollment and financial aid questions and processes; explains procedural guidelines for admissions, registration, records, evaluations, financial aid, scholarships and Federal Work Study employment together with applicable District, federal, and state regulations; provides general information about the District; responds to and resolves difficult and sensitive inquiries and complaints.
3. Receives and reviews for completeness and consistency of information a wide variety of admissions and enrollment forms including college applications, non-credit applications, applications to audit classes, pass/no pass forms, overlapping class forms, K-12 Minor Consent forms, residency documents, state and Veterans Administration rehabilitation forms, military tuition, initial registrations, adds/drops of classes, changes in address and other data, petitions for grade changes and college withdrawal, changes in major and others documents.
4. Receives and reviews for completeness and consistency of information a wide variety of financial aid forms and documentation including applications, asset and household size worksheets, Internal Revenue Service (IRS) tax

transcripts, Proof of Dependent forms, proof of citizenship, official academic transcripts, fee deferment and waiver forms, Projected Year Income Request forms and other documents; explains how to complete federal and state financial aid applications including the Free Application for Federal Student Aid (FAFSA), California Dream Act and Board of Governors fee waiver; explains deadlines and disbursement dates; refers students to other agencies as necessary to obtain required documentation.

5. Assists in examining, evaluating, documenting and determining the residency status of students based on state residency requirements; notifies students of additional information or documentation required; explains the rationale for residency determinations; recalculates tuition and fees as needed; informs students of state grants and waivers for which they may be eligible.
6. Tracks and monitors the progress of relevant forms from submission and completion; enters student data into various tracking screens in PeopleSoft.
7. Schedules assessment, orientation and advisor/counselor appointments based on state priority registration guidelines, using SARS scheduling software.
8. In a back office environment, uses a computer and multi-line telephone system to respond to telephone and email inquiries, explain requirements and deadlines and provide information; downloads relevant documentation and enters student data into PeopleSoft; maintains and files student applications and documentation; notifies applicants of their admissions and financial aid status.
9. Reviews, makes determinations and processes Board of Governors fee waiver applications; informs students of eligibility status and enters information into the students' financial aid records.
10. Communicates to students the benefits of priority registration and its required procedures.
11. Maintains all student-supporting documentation to meet retention and audit requirements; maintains and ensures the confidentiality of all student documents and records in accordance with the Family Educational Rights and Privacy Act (FERPA) and established District policies and procedures.

#### **Marginal Functions:**

1. Performs a variety of administrative support functions and special projects as assigned.
2. Receives requests for transcripts; verifies holds and times required; sends to Evaluations and Records for processing.
3. When position is assigned to an education center with Saturday operations: oversees center operations on Saturdays in the absence of supervision.
4. Performs related duties and responsibilities as required.

#### **QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Two years of increasingly responsible clerical recordkeeping experience.

**Education/Training:** Equivalent to completion of the twelfth grade.

#### **Preferred Qualifications:**

Clerical recordkeeping experience involving admissions, student records and/or financial aid processes.

#### **Knowledge of:**

1. Basic goals and objectives of a college admissions and financial aid office.

2. Applicable sections of the California Education Code relevant to assigned responsibilities.
3. The Family Educational Rights and Privacy Act (FERPA) and other state and federal laws, rules, regulations and policies governing student admissions and financial aid.
4. Operations of a computer and uses of standard business applications including word processing, spreadsheet and database software, enterprise software, and scheduling systems.
5. Office administration practices and procedures, including filing and recordkeeping systems.
6. Basic research methods and procedures.
7. Business mathematics.
8. Principles and practices of sound business communication; correct English usage, grammar, spelling and punctuation.
9. Concepts, practices and techniques of customer service.

**Skill in:**

1. Interpreting, explaining and applying administrative policies, procedures and practices relevant to assigned areas of responsibility, ensuring consistency and a high degree of accuracy.
2. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
3. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
4. Responding in-person and by telephone to a high volume of varied inquiries and requests at a public counter or by telephone, calmly, patiently and effectively.
5. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
6. Preparing clear, concise and accurate records, data entries, reports and other written materials.
7. Communicating clearly and effectively, both orally and in writing.
8. Maintaining the confidentiality of student records and information.
9. Using tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
10. Establishing and maintaining effective working relationships with others encountered in the course of work.

**WORKING CONDITIONS.**

**Environmental Conditions:** The employee works under typical office conditions with extensive exposure to computer screens and frequent contact with faculty, students, family members, staff of other departments and the public, some of whom may be upset or angry.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit or stand for prolonged periods; near visual acuity for reading computer screens, reports and schedules; repetitive use of hands for extensive use of keyboards.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.