



Classification Title: Financial Aid Services Coordinator

Department:	Financial Aid, Veterans, and Scholarship Services	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	27
Supervision Received From:	Director, Financial Aid, Veterans, and Scholarship Services	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	9/2016

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.

Coordinates a variety of activities in the office of the Director, Financial Aid, Veterans, and Scholarship Services; coordinates activities and workflow for the Financial Aid, Veterans, and Scholarship Services department; and performs analyses relating to development of the Financial Aid and Veterans Services budgets.

DISTINGUISHING CHARACTERISTICS.

The Financial Aid Services Coordinator is distinguished from other financial aid classes by its responsibility for coordinating activities in the office of the Director, Financial Aid, Veterans, and Scholarship Services and independently performing specialized technical and analytical tasks as assigned.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Coordinates and participates in performing a variety of administrative duties in the office of the Director, Financial Aid, Veterans, and Scholarship Services including responding to requests for information regarding financial aid, scholarship and veterans services policies, procedures and deadlines; makes arrangements for meetings, travel and staff development activities; researches complex student aid issues and works with staff to respond to student and staff concerns and complaints.
2. Assists the Director in developing and monitoring the department operations budget and budgets for financial aid including federal administrative allowance budgets for Pell and other grants and for veterans services; prepares and updates spreadsheets to maintain and reconcile account balances and track and monitor expenditures throughout the year; researches and corrects discrepancies; keeps the Director informed and recommends budgetary adjustments and transfers when warranted.
3. Prepares and processes requisitions for required supplies, equipment and service agreements; assigns proper account codes and obtains required signatures; reconciles and processes invoices for payment; makes authorized CalCard purchases; reconciles CalCard statements with records of purchases and acquisitions.
4. Performs a variety of technical activities associated with department operations; verifies and maintains timesheets for part-time counselors; places and clears monetary holds on student accounts; returns disbursed scholarship funds to donors by preparing and processing pay vouchers; generates financial reports regarding scholarship funds; serves as an information resource to staff on matters related to financial aid; serves as office liaison to Fiscal Services.

Marginal Functions:

1. Creates and posts student information on the digital monitors in the Student Services lobby and the Escondido Center.
2. 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: Five years of increasingly responsible experience in financial aid.

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

Preferred Qualifications:

An associate's degree from an accredited college or university in business administration or a related field.

Knowledge of:

1. Goals and objectives of a college financial aid office.
2. Sections of the California Education Code applicable to assigned responsibilities.
3. The Family Educational Rights and Privacy Act, Title IV and other state and federal laws, rules, regulations and policies governing financial aid and veterans' educational benefits and applicable eligibility criteria.
4. Advanced uses of standard business applications including word processing, spreadsheet and database software and other specialized software applications relevant to assigned areas of responsibility.
5. Policies and procedures applicable to budget, purchasing, payroll and financial recordkeeping.
6. Basic research methods and data analysis techniques.
7. Office administration practices and procedures, including filing and recordkeeping systems.
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. Coordinating and providing effective day-to-day administrative support in the assigned area of responsibility.
2. Organizing, setting priorities and taking initiative in areas of responsibility with the need for only limited supervision.
3. Interpreting, explaining and applying federal and state laws, rules, regulations, policies, procedures and practices governing financial aid, veterans' benefits and scholarship programs.
4. Making determinations and applying professional judgment regarding eligibility for financial assistance based on established procedures and guidelines, ensuring consistency and a high degree of accuracy.
5. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
6. Operating a computer, enterprise software, word processing and spreadsheet software and other standard business equipment.
7. Preparing clear, concise and accurate correspondence, reports, documents, data entries and other written materials with limited direction.

8. Communicating clearly and effectively orally and in writing.
9. 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.
10. Organizing and maintaining department and other records and files.
11. Maintaining the confidentiality of student files and records.
12. Exercising a high degree of tact, diplomacy and discretion in dealing with sensitive, complex and confidential issues.
13. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions with extensive exposure to computer screens and contact with faculty, students, other departments and the public.

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 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.