

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

FINANCIAL AID TECHNICIAN I

Salary Range 13

BASIC FUNCTION:

Under the direction of the Director of Financial Aid, interviews and assists students applying for financial aid; determines financial needs and program eligibility for work study, loans, grants and scholarships; performs other related duties as may be assigned.

DISTINGUISHING CHARACTERISTICS: The Financial Aid Technician I performs a variety of tasks involved in assisting students who apply for financial aid. Incumbents are assigned to one or more specialties within the financial aid function and typically assist students at the counter or by phone in applying for various financial aid programs. The Financial Aid Technician II serves in a specialized capacity in terms of computer systems or specific program management. The Financial Aid Technician III serves in a lead capacity in the office, oversees the other technicians in the absence of the Director of Financial Aid and reviews financial aid packages prior to their submittal.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Assists students in applying for various types of federal, state and other financial aid programs and resources; interviews students and assists in completing the student aid application; explains eligibility requirements, timelines, processing systems, federal, State and district regulations, requirements, policies, and procedures. (E)
- Reviews documents and applications submitted at front counter for accuracy and completeness. (E)
- Analyzes documents submitted for verification including tax returns, non-taxable income, and assets to ensure accuracy per Federal and State regulations; notifies student of incomplete documents and advises what is necessary to meet requirements; documents student's files of inconsistencies or problems. (E)
- Verifies application information and supporting documentation; recalculates financial need as required; evaluates special circumstances to override need analysis results and increase or decrease awards; reviews academic appeals according to federal regulations to determine students academic eligibility for aid. (E)
- Interviews and counsels students and parents concerning budget control, expenditures, programs, applications and eligibility; interprets and explains federal, state and district regulations, requirements, policies and procedures. (E)
- Assists students in completing loan packages; transmits loan applications to ELM; ensures data is accurate and reflects the requests of the students; prepares and distributes a variety of reports related to student loans; conducts, prepares, schedules loan entrance and exit workshops. (E)
- Performs financial need analysis for Cal Grant program and Chafee grant according to State regulations; reports need and eligibility to the State; updates financial aid record of Cal Grant and Chafee eligibility and amount of funds requested; enters and revises data in the computer; generates, files and distributes award contracts, budgets and related documents. (E)
- Coordinates financial aid outreach activities with high schools, local groups, and agencies; attends events to promote financial aid opportunities; and presents financial aid workshops and orientations to large groups on and off campus. (E)
- Oversees and implements College's annual online scholarship program. (E)
- Sets up scholarship application interview process; notifies applicants with information pertaining to their awards; maintains various records, student accounts, and prepares a variety of reports and documents; develops scholarship flyers, bulletins and other informational pieces to notify campus staff to encourage students to apply; receives and verifies all scholarship checks for students awarded by local community donors. (E)
- Serves as liaison with the local hospital in screening students academic standing to meet the hospital's requirements to apply for long-term scholarships and career opportunities. (E)

- Applies deferments to students who are eligible under financial aid office rules and regulation guidelines. (E)
- Creates payment plan for students following campus, federal and state guidelines. (E)
- Monitors continued eligibility of students; amends student awards according to changes; coordinate outside sources of assistance. (E)
- Maintains current knowledge of state and federal financial aid programs; attends meetings, workshops and conferences regarding changes in eligibility requirements, application procedures and other issues. (E)
- Coordinates communication and activities with various district departments and personnel, governmental and private agencies, other colleges, financial institutions and the public. (E)
- Trains and provides work direction to student workers as assigned. (E)
- Prepares and maintains a variety of records, files and reports related to financial aid activities; compiles and maintains statistical data for inclusion in state and federal reports. (E)
- Operates a variety of office equipment and machines including computers, peripheral equipment, calculators and copiers. (E)
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school supplemented by college course work in business, accounting, social services or related field and three years of increasingly responsible clerical experience involving statistical and financial record-keeping and public contact.

KNOWLEDGE OF:

Rules, regulations, procedures, policies and function of federal, State and District financial aid programs.

Methods and techniques of financial aid need analysis.

Financial aid packaging methods and procedures.

Interpersonal skills using tact, patience and courtesy.

Interviewing and counseling techniques.

Personal and financial problems encountered by college students and parents.

Financial and statistical record-keeping techniques.

Modern office practices, procedures and equipment.

Oral and written communication skills.

Applicable sections of State Education Code and other applicable laws.

College and community resources to students.

Applicable computer operation and software.

ABILITY TO:

Determine eligibility for financial aid through need analysis.

Develop financial aid packages to meet financial need.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Exercise sound judgment in reviewing and evaluating student financial aid applications.

Interpret financial statements, income tax reports and related documents.

Operate computer and applicable software.

Analyze situations accurately and adopt an effective course of action.

Add, subtract, multiply and divide quickly and accurately.

Communicate effectively both orally and in writing.

Maintain records and prepare reports.

Work independently with little direction.

Plan and organize work.

Work independently with little direction.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.
Relate effectively to economically disadvantaged students.
Interview and advise students.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Not applicable – no permanent full-time staff to supervise.

CONTACTS: Lenders, servicers, co-workers, students, faculty, other departmental personnel, external agencies, parents

PHYSICAL EFFORT:

Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time.

Sitting or standing for extended periods of time.

Moderate lifting, bending, reaching to retrieve and file records.

WORKING CONDITIONS:

Office environment.

Constant interruptions.