

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

FINANCIAL AID TECHNICIAN II

Salary Range 16

BASIC FUNCTION:

Under the direction of the Director of Financial Aid, perform one or more highly specialized functions involving an extensive body of knowledge involved in computerized financial aid records or overall coordination of a designated program. 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*

- Reviews applications and required documentation to determine financial need and program eligibility for a variety of federal, state and district programs. (E)
- Assists other staff members with questions regarding student financial aid eligibility issues and/or verification. (E)
- Assists with outreach and workshops to inform incoming students and community of college opportunities. (E)
- Responsible for calculation, notification, reporting, and monitoring repayments of the federal Return to Title IV process. (E)
- Coordinates the Federal Work Study Program. Awards eligible students; monitors student continued eligibility and expenditures on a monthly basis. Coordinates and communicates changes with Job Placement Center, Business Services, Human Resources, and Payroll Departments as needed. (E)
- Manages data entry of Board of Governors Fee Waiver application information required for MIS reporting. (E)
- Communicates information regarding departmental policies, procedures, and regulations to assist students, parents, faculty, staff and the general public; conducts confidential interviews with students and parents to validate information and clarify discrepancies to assure accurate and complete documentation. (E)
- Verifies application information and supporting documentation; recalculates financial needs as required; evaluates special circumstances to override need analysis results and increase or decrease awards. (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)
- Monitors continued eligibility of students; amends student awards according to changes; coordinates 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)
- Trains and provide work direction to student workers as assigned.
- 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, audits and program reviews.
- Operates computer equipment for entry and retrieval of data; prepares and maintains a variety of documents, correspondence, reports and related materials; operates a variety of standard office equipment; utilizes software such as Banner, Word, Excel, internet and software associated with the district, state, and federal processes.

- Maintain current knowledge of changes to ED's student aid delivery systems, software and financial aid administrator websites. (E)
- Assists with electronic data exchange and disbursements as needed. (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 four years of increasingly responsible experience involving statistical and financial record-keeping, public contact, including at least two years of financial aid experience.

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.

Computer systems used in financial aid programs.

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.

Utilize computer systems for extensive reporting, tracking and analysis.

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.

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: Co-workers, other departmental staff, students, external agencies.

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 and reaching to retrieve and file records.

WORKING CONDITIONS:

Office environment and constant interruptions.