

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

FINANCIAL AID SPECIALIST

Salary Range 17

BASIC FUNCTION:

Under the direction of the Director of Financial Aid, performs a wide variety of responsibilities including technical, procedural and process support for Financial Aid and related areas; plans specific functional requirements related to SCT Banner; provides user training and support with software applications; prepares user procedural training materials maintains applications and multiple databases that generate reports and tracks financial aid disbursements. The Financial Aid Specialist acts as a liaison to ITS to ensure that computer information systems, hardware, software, and database table maintenance meet the current needs and future demands of the Financial Aid Office; performs other related duties as may be assigned.

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

- Plans specific functional requirements related to SCT Banner for the financial aid work group. Identifies and resolves technical problems with SCT Banner Financial Aid module. (E)
- Trains Financial Aid staff and other users on new and existing Financial Aid software. (E)
- Maintains and updates the Financial Aid portion of AVC website along with Banner Web. (E)
- Assists in problem resolution and training for web based financial aid products. (E)
- Manages all financial aid disbursement processes; coordinates disbursement with Business Services; insures all disbursement discrepancy issues are resolved; verifies, reviews and monitors disbursement reports to avoid overpayment of funds. (E)
- Acts as a liaison to ITS to ensure that computer information systems, hardware, software, and database table maintenance meet the current needs and future demands of the Financial Aid Office. (E)
- Assists in compiling data for annual reports. Writes Banner queries to produce ad hoc reports as required by the Director of Financial Aid. (E)
- Maintains current knowledge of emerging software applications and makes recommendations to meet current and future electronic demands. (E)
- Assists other staff members with questions regarding student financial aid eligibility issues. (E)
- Serves as back up to the Financial Aid Technicians I and II. (E)
- Packages completed files, determines eligibility and awards federal and state funds. (E)
- Generates all batch letters and/or electronic communications to students. (E)
- Attends various meetings as required by job duties; attends workshops and conferences to stay current with financial aid rules and regulations. (E)
- Maintains current knowledge of Financial Aid policies and procedures, local and campus regulations, policies and guidelines that affect programs and application processing and eligibility requirements; maintains current knowledge of changes to ED's student aid delivery systems, software and financial aid administrator websites. (E)
- Performs Banner processes that monitor financial aid academic progress of students to assure correct expenditure of state and federal funds. (E)
- Performs technical duties related to departmental computer systems; implements, tests, and debugs program changes; performs pre-production testing of financial aid processes in Banner as requested by IT staff; assists in setting up new award year parameters in Banner. (E)
- Manages electronic data exchange processes required for transmission of data through ED's Student Aid Internet Gateway (SAIG). (E)
- Assists in development, interpretation, implementation of financial aid policy and procedures. (E)
- Downloads, installs and maintains ED software programs (EDConnect, EDEExpress) and electronic loan processing program (ELM). (E)
- Performs data loads of student financial aid records into Banner system utilizing EDEExpress, MS DOS, FTP, Unix and Banner job processes. (E)

- Establishes and manages methods for required federal Transfer Monitoring reports submitted electronically to NSLDS.
- Performs on-line updates to the NSLDS system. (E)
- Responsible for accurate reporting Pell expenditures to Ed's Common Origination and Disbursement (COD) system and resolution of any discrepancies in funding; establishes and manages methods for tracking and reporting student Pell overpayments to AVC's Business Services, Ed's COD system, the National Student Loan Database (NSLDS) and Ed Collections. (E)
- Posts receipts for Title IV and Pell repayments into Banner and on NSLDS. (E)
- Performs other related responsibilities as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation with an associate's degree with related coursework in computer information science and three years of increasingly responsible experience involving other systems applications and three years financial aid experience.

KNOWLEDGE OF:

Basic principles of computer operating systems.

Aspects of software configuration maintaining database parameters.

Rules and regulations of Federal, State, and District Financial Aid programs.

Financial and statistical record keeping.

ABILITY TO:

Analyze and troubleshoot new software programs.

Perform complex technical tasks accurately and within defined deadlines.

Communicate the office's system needs and requirements to management and ITS staff. Relate SCT Banner application issues to non-technical staff. Interact effectively with all areas of ITS.

Utilize computer systems for extensive reporting and tracking.

Demonstrating a sensitivity to and respect for a diverse population.

Deal with constant interruptions.

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

CONTACTS: Co-workers, other departmental staff; students, the general public.

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 and bending.

Reaching to retrieve and file records.

WORKING CONDITIONS:

Normal office environment subject to many interruptions.