

JOB DESCRIPTION



Position Title: Financial Aid Operations Manager

Department: Financial Aid

Employment Category: Administrative Support

Primary Location: Sierra Vista Campus

FLSA Classification: Exempt

Parameters: Full-time; 12 months/year

Pay Grade: AS11

Position Summary: The Financial Aid Operations Manager is responsible for assisting in the management of financial aid programs, coordinating with the Department of Education in transmitting and receiving files, corrections, fund awarding, reconciliations and reporting in compliance with policies and regulations.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Interviews and assists students seeking financial aid; reviews applications and all related documentation to ensure student eligibility requirements are satisfied per all federal, state and institutional laws, regulations and rules

Coordinates initial award estimates, authorization and certifications of student awards and loans in compliance with current law, rules and regulations; assists in preparing reports and information documents concerning financial aid as required by federal, state, institutional and/or private agencies

Utilizes and updates tracking system for financial aid correspondence; creates, distributes and tracks award letters; maintains records for all financial aid related activities; performs National Student Clearinghouse SSCR reporting

Maintains knowledge of financial aid guidelines and procedures to evaluate and determine student eligibility for financial aid programs

Implement and tests all new Banner and Department of Education financial aid releases and updates in conjunction with IT staff, resolves any financial aid IT issues

Conducts routine exit interviews with students according to federal/donor regulations and processes paperwork for students leaving school to inform them of obligations of loan agreements; debt counseling as appropriate

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

Associate's degree from a regionally accredited institution of higher learning recognized by the US Department of Education
Two years related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures
Knowledge of current financial aid principles and techniques
Knowledge of federal, state, and local laws, regulations and guidelines related to assigned work
Knowledge of automated records processing
Knowledge of the college's financial aid system as well as outside agencies reporting and operating systems
Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications
Skill maintaining and reconciling financial aid records
Skill in gathering and analyzing data, compiling information and preparing reports
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner
Ability to relate to a diverse population and to maintain composure when faced with difficult situations
Ability to use personal computer and standard office equipment
Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail
Ability to work independently while contributing to team environment
Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes
Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public
Ability to work accurately, efficiently, and effectively with a variety of data with attention to detail
Ability to maintain accurate office procedures

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

Reports to: Director of Financial Aid

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.