



Student Services Specialist (Financial Aid)

BASIC FUNCTION

Under the direction of an assigned supervisor, plan organize, coordinate, and participate in the day-to-day operations of the financial aid department. Provide reports and runs processes specialized to the department.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification perform highly specialized financial aid technical duties to support the district's financial aid department, run processes and provide reports. This position provides administrative support to the supervisor of the department and is the second-tier level within the Financial Aid classifications.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified.

1. Perform complex, detailed, and responsible technical duties requiring specialized and extensive knowledge of financial aid guidelines and regulations. Responsible for a variety of specialized functions and projects related to the financial aid department.
2. Troubleshoot and assist in resolving procedural and/or documentation issues.
3. Coordinate, organize, monitor, and process the workflow of the financial aid department; analyze, organize, and facilitate office operations and procedures.
4. Maintain a variety of complex files and records of general and categorical funding expenditures and monitor budget balances; reconcile work study account; assist in budget preparation; transfer funds; and process purchase orders.
5. Oversee ordering and tracking of office supplies, maintenance of office equipment.
6. Compose and distribute department correspondence.
7. Create, customize, edit, and update financial aid forms and marketing materials; develop and coordinate financial aid marketing campaigns.

Classification: Student Services Specialist (Financial Aid) / Range: 19 / FLSA Status: non-exempt

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8. Assist with organizing and coordinating financial aid events.
9. Coordinate work tasks with staff and student workers as appropriate.
10. Maintain the financial aid webpage ensuring accuracy and currency.
11. Coordinate with a variety of other departments to assure timely processing of financial aid and disseminate program information.
12. Prepare a variety of statistical and narrative reports; assure the maintenance of accurate financial aid records and files.
13. Attend a variety of meetings, workshops, and conferences; represent the district to other educational institutions and community organizations.
14. Perform job-related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Federal and State rules and regulations pertaining to financial aid.
- Requirements of various scholarships, grants, loans, and awards.
- Work study and other financial aid related programs.
- Financial aid application procedures
- Interpersonal skills using tact, patience, and courtesy.
- Use of financial aid software.
- Principles of supervision and training.

Skills and Abilities To:

- Read, interpret, apply, and communicate information pertaining to financial aid.
- Compile and compose financial aid documents.
- Communicate effectively both orally and in writing.
- Train and provide work direction to others.
- Prepare and maintain accurate statistical and financial records.
- Exercise sound judgement and discretion in analyzing and resolving sensitive issues.
- Complete work with interruptions.
- Work effectively and independently with minimal supervision.
- Demonstrate a commitment to diversity, equity, inclusion, and accessibility.
- Establish and maintain effective working relationships with others.
- Meet demanding schedules and conflicting timelines.
- Work confidentially with discretion.

Education and Experience:

Associate's degree in business, public relations, social science, or other related field and three years of increasingly responsible clerical or office coordination experience, including a minimum of one year in the financial aid field.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS

Work Environment:

Office

Physical Demands:

Work is performed primarily in a standard office environment with frequent interruptions and distractions; extended periods of time of viewing a computer monitor.

Requires sufficient physical ability to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate information.

Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

Mental Demands:

Work in an environment of frequent interruptions and possible dissatisfied individuals.