

**PERALTA COMMUNITY COLLEGE DISTRICT – June 2019**

**CLASSIFIED JOB DESCRIPTION**

**FINANCIAL AID OFFICER**

**(SEIU Local 1021 Salary Range 122)**

**Job Code: 812**

**THE POSITION**

Under general direction of the Dean of Enrollment Services, supervise and coordinate the operation of a comprehensive financial aid at an assigned campus; coordinate assigned activities with other divisions, outside agencies, and the general public; and provide highly responsible and complex program assistance to the Dean.

**EXAMPLES OF ESSENTIAL DUTIES:**

- Function as the College's financial aid lead to Federal Department of Education and California Community College Chancellor's Office.
- Ensure that the college implement all federal and state programs in accordance with the policy and procedural guidelines.
- Provide ongoing training to financial aid staff and its student workers in order to efficiently process and facilitate the awarding of students' financial aid based on their qualifications.
- Support college's compliance with financial aid related state initiatives. Examples may include homeless and foster youth initiatives, AB 540/ Dream Act, AB 19, scholarships, etc.
- Support staff in developing and monitoring contracts with external community partners for compliance with the Federal Work-Study (FWS) program.
- Ensure all federal and state student aid programs are reconciled.
- Manage and oversee College of Alameda's student financial aid program budgets.
- Recommend and lead college's financial aid department operational budget. This includes monitoring regular budget expenditures, income, transfer, journal, and financial records, and making recommendations for changes to staffing and discretionary budgets.
- Serve as lead liaison to various college and district level offices including: Business, Admissions & Records, Counseling, Finance, special programs, etc.
- Develop financial aid initiatives to respond to the needs of the college's financial aid office and students. Examples may include Loan Default Prevention, GET SAP, FATV, etc.
- Handle all college, state, federal financial student grievance claims regarding their financial aid issues. This includes research and investigating the case and writing a report to document findings and actions taken responding to complaints filed with the Federal Department of Education.

- Lead compliance with the institution's Program Participation Agreement (PPA), collaborate with various departments and individuals such as college and District Admissions and Records offices, college instruction offices, District Finance Office, District Financial Aid, Curriculum and System Technology Analyst, and external agencies to maintain the Participation of Federal Student Financial Aid Programs.
- Manage federal and state grant programs including maintaining awareness of changes in regulations that govern these programs. Develop and implement new procedures as needed. Develop and update communications in relation to financial aid programs and services in accordance with federal consumer information laws, publications and procedures.
- Plan and implement college Financial Aid in-reach and outreach efforts. This includes responding to internal/external requests for presentations; managing state-mandated initiative I Can Afford College outreach effort; training financial aid staff to effectively outreach and promote financial aid programs.
- Ensure the college responds in a timely manner to changes in federal and state student aid programs by recommending and developing processes for administering new and expanded financial aid programs such as CCPG, CCCG, FTSSG, Dreamer Emergency Grant, Year-Round Pell.
- Assist with resolving first-level conflicts among financial aid staff and with staff outside the department, insofar as it relates to financial aid matters.
- Provide trainings and updates to financial aid staff, business department, and college counselors.
- Coordinate and serve on the college committees such as Appeals Committee, CCPG (formerly known as BOFW), Petition Committees, and Student Success Committee.
- Manage and perform calculation for the return of Title IV funds in cases where students have withdrawn or earned unsatisfactory grades.
- Lead for reporting the students' overpayments to "borrower services collections" in an effort to decrease the financial debt for the institution.
- Manages all students' stale check (returned check) disbursements through reviewing students' financial aid eligibility. If necessary, contact and remove students' awards from PeopleSoft and Common Origination & Disbursement Web Site (COD).
- Develop, supervise, and implement the daily operation of the college's financial aid program in compliance with the federal, state and applicable laws, policies and regulations.
- Assign and supervise the work of the College's financial aid staff and its student workers.
- Determine student eligibility for all federal, state, and private financial aid programs.
- Interpret federal, state, and district rules, regulations, policies and procedures related to student aid. Manage and updates office procedures and inform staff of changes in district, state and federal rules and regulations.
- Accurately complete federal and state financial aid reports in a timely manner. Examples may include BFAP, FISAP, FTSSG, SSCG, and student enrollment reports.
- Identify financial aid system improvements and provide input to the district data center.
- Work with the Director of Financial Aid to write financial aid procedure manual and handbook.

- Effectively and proactively work with the District Director and other Peralta Colleges financial aid supervisors to provide leadership, develop operational policies and procedures in accordance with local, federal, and state mandate requirements.
- Draft letters for the financial aid department (i.e., Appeal letters, Overpayment letters, R2T4 letters, Eligibility letters, etc.)
- Work with other colleges outside PCCD to resolve Title IV issues.
- Serve as College lead in preparing all federal and state financial aid audit reports in consultation with the District Financial Aid Director.
- Develop and implement measurement tools for program evaluation including SLOs/SAOs.
- Evaluate and recommend improvements to the college's financial aid using annual program reviews and updates.
- Develop content and manage updates to the Financial Aid webpage, delegate and dispense work as needed.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Operational characteristics, services, and activities of a Financial Aid program.

Principles of supervision, training, and performance evaluation.

Pertinent federal, state, and local laws, codes, and regulations including state and federal requirements for financial aid records, eligibility, and awarding regulations, policies, and guidelines.

Available benefits, services, programs, and supportive funding from public and private agencies.

Program reporting requirements. Fundamental accounting, budgeting and fiscal reporting procedures.

Methods used in evaluating student eligibility.

Principles and techniques of interviewing and counseling. Community college organization and purposes.

Principles of budget preparation and control. Principles and procedures of record keeping.

Principles of business letter writing and report preparation.

Modern office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheets, and statistical databases including specialized software for financial aid processing.

**Ability to:**

Coordinate and direct college financial aid programs.

Supervise, direct, and coordinate the work of lower level staff.

Select, supervise, train, and evaluate staff. Recommend and implement goals, objectives, policies, and procedures for providing financial aid programs.

Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Participate in the preparation and administration of assigned budgets.

Plan and organize work to meet changing priorities and deadlines.

Effectively represent the Financial Aid Office to outside individuals and agencies to accomplish the goals and objectives of the unit.

Work cooperatively with other departments and outside agencies.

Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, students, staff, or other agencies on sensitive issues in area of responsibility.

Interpret and explain financial aid policies and procedures.

Prepare clear and concise reports, complex correspondence, and program reporting.

Understand, interpret and apply legislation pertaining to financial grants and loans.

Maintain cooperative and helping relationships with the individuals for whom the program is intended and provide alternative suggestions or referrals for resolution of financial and other individual problems.

Exercise sound, consistent and professional judgment in reviewing and screening applicants. Design and provide informative workshops to students and the community.

Make decisions and take independent action. Implement changes to facilitate non-traditional program delivery processes.

Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work.

### **Minimum Education & Experience**

Education/Training: A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, counseling, or a related field.

Experience: Five years of responsible experience in a financial aid office including one year of administrative and/or lead supervisory experience.

### **ENVIRONMENTAL DEMANDS**

- Occasional work performed alone
- Constant work around and with people
- Flexibility or ability to respond to multiple demands

### **PHYSICAL REQUIREMENTS**

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 15 lbs.
- Occasional pushing and pulling up to 20 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- frequent reaching, high, low, and level
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

### **TOOLS AND EQUIPMENT USED**

Standard Office Equipment