



Classification Description

Job Title: Financial Aid Specialist I

Pay Grade: 20

Job Code: 4337

FLSA Status: Non-Exempt

Job Purpose

This is an entry level position in the Office of Student Financial Aid (OSFA). Individuals in this position are trained in all aspects of the financial aid operation. As training is completed on specific tasks, the Specialist will be allowed to provide processing support and disseminate information to students and other staff. Close monitoring is received from department leadership and Financial Aid Specialists II. Work requires close adherence to stated financial aid policies and procedures and applicable federal and state regulations.

General Responsibilities

Essential Functions

This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

All staff in the Office of Student Financial Aid are expected to serve students in a manner that prepares students for success. Financial aid staff will engage in outreach via email communication, call campaigns, and other proactive measures to ensure students are well-informed of their financial aid options and opportunities.

Provides accurate and professional service to students and others seeking information regarding the College's financial aid, admissions, registration and enrollment processes.

Advises student aid applicants, aid recipients and their parents with regard to their rights and responsibilities associated with financial aid.

Provides relevant and accurate information in person, by electronic means including email and chat, and by telephone to all financial aid inquiries.

Assists students in the application process for aid and in completing eligibility requirements.

Works with other staff in managing a student caseload and reviews student applications for financial aid to determine financial need and award aid.

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Works in conjunction with the Office of Admissions and other offices on student recruitment as it relates to the financial aid process. This includes participating in events on and off campus.

Processes Institutional Student Information Report (ISIR) C-codes including selective service issues, Social Security Number verification, and citizenship/immigration status.

Assists in the development and implementation of a comprehensive communication plan and newsletters for the OSFA.

Supports the development of content for the OSFA website and provides internal customer service to financial aid staff with continued review of all updates and changes to the website.

Provides ideas and suggestions for the on-going development and implementation of OSFA Operating Procedures, forms and other related documents.

Attends orientation, advising, financial aid, scholarship, and financial literacy events College-wide.

Assists with presentations to various groups on financial literacy, budgeting, and debt management.

Assists with presentations on financial aid information to high school students in conjunction with the Office of Admissions.

Collaborates, partners, and assists with other constituents within the College and in the community with regards to financial literacy programs and initiatives.

Participates in the administration of all Federal, State, and Institutional Aid programs at the College.

Participates in the daily operations of the office as necessary including front counter student service, phones, mailings, data entry and retrieval, and file organization.

Maintains federal student financial aid records and files as they relate to the financial aid programs, as directed.

Acquires and maintains a knowledge of, and provides accurate information to, students and staff related to Federal Pell Grant, Florida Grants and Scholarships, Veterans Programs, Federal Work-Study, scholarships, FSEOG, student loans and Federal, State, and College rules and regulations related to financial aid.

Processes student awards in timely and accurately manner, including determination of eligibility. Corresponds effectively and in a timely manner with students concerning eligibility, academic progress, and award amount.

Maintains student financial records and accuracy of database.

Performs other duties as assigned.

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These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited College or University in a related field.

One (1) year full-time or two (2) years part-time professional work experience in an office setting. Appropriate combination of education and experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze, and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.

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- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance, and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action, and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities, and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills

Approved: June 1, 2011. Revised: April 16, 2013, December 10, 2013, July 1, 2014, July 30, 2015, May 29, 2016, and May 19, 2021.