

# POSITION DESCRIPTION

**Position Title:** Financial Aid Officer

**Classification:** Other Unclassified

**Function of Work:** Perform verification of applications to determine eligibility for federal aid as defined by federal regulations, and process awards for federal grant programs

**Supervision Received:** Coordinator of Verification, State Scholarships

**Supervision Exercised:** Student Employees

**Qualifications:** Bachelor's Degree required or equivalent experience (combination of education, training and related experience) required. Computer literacy including experience with Microsoft Office products preferred. Demonstrated customer service skills required. Must be able to communicate and establish a rapport with a diverse student population. Ability to give written and oral instruction in an understandable manner and ability to work independently is essential.

## RESPONSIBILITIES

- Determine eligibility for federal, state, and institutional financial aid
- Administer all federal, state, and institutional policies and procedures relating to student financial aid
- Complete verification of students' federal aid application.
- Determine and resolve conflicting information using professional discretion
- Manage and update files to determine students' financial aid awards, including processing corrections as needed
- Review and assist in resolving C Code holds and Drug Conviction problems on student's accounts
- Counsel students and parents in all aspects of Financial Aid
- Counsel students with regards to Professional judgment application process for special circumstances
- Complete other projects as assigned by the Coordinator of Verification, Associate Director and Director of Financial Aid