

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FINANCIAL AID TECHNICIAN

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, perform a variety of general technical and clerical duties to support the application and enrollment process for the Financial Aid Program; assist students with financial aid applications and opportunities.

REPRESENTATIVE DUTIES:

Perform general technical and clerical duties to support financial aid programs such Pell, Cal and Board of Governors Grants, student loans, scholarships and Federal Work Study programs. *E*

Assist students with financial aid applications and opportunities; interview students regarding needs, status, and eligibility for programs; instruct applicants on requirements, restrictions, and necessary supporting documentation for proper form completion; enter eligible students into programs and review progress. *E*

Analyze and review student files for accuracy and completeness; contact students when additional documents or information is needed. *E*

Respond to requests from other educational institutions and agencies for student records and status. *E*

Prepare and transmit correspondence or notifications to students regarding financial aid programs. *E*

Perform a variety of clerical support duties involving typing, filing and maintaining records or reports in support of the Financial Aid Program.

Operate a variety of office equipment to perform assigned activities such as a personal computer and applicable software, calculator, copier and others.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Federal and State financial aid programs.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Interpersonal skills using tact, patience and courtesy.

Computer software for creating, formatting and editing written documents and

Financial Aid Technician - Continued

performing data entry.
Telephone techniques and etiquette.

ABILITY TO:

Perform clerical and general technical duties related to Federal and State financial aid programs.

Understand and follow oral and written directions.

Type at an acceptable rate of speed

Maintain records and prepare reports.

Communicate effectively both orally and in writing.

Meet schedules and time lines.

Operate office equipment including a computer terminal and related software, calculator, and copier.

Establish and maintain cooperative and effective working relationships with others including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.

Exercise patience, tact and sensitivity with students of diverse backgrounds including those with economically deprived backgrounds.

Answer telephones and greet the public courteously.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college-level course work in related field and two years experience with technical/office support, preferably in an academic setting.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is required to perform moderate lifting, bending and reaching above the shoulder; sit or stand for extended periods of time; speak and hear to exchange information and interview students; use hands and fingers to operate a computer terminal and other office equipment. Incumbent may be occasionally exposed to dissatisfied or abusive individuals.

Office environment; subject to interruptions and distractions.