

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FINANCIAL AID TECHNICIAN

BASIC FUNCTION:

Under the direction of the Dean of Financial Aid and State Programs, assist with the coordination and implementation of a specialty area of financial aid such as the Work-Study Program, the Financial Aid Outreach Program, the Veterans Program, or the Board of Governor's Fee Waiver Program (BOGFW); provide information and assistance to students applying for financial aid; receive, review and validate financial aid applications in accordance with established program requirements.

REPRESENTATIVE DUTIES:

Upon assignment by the Dean of Financial Aid and State Programs, assist with the coordination and implementation of one of the following programs within the Financial Aid department:

The College Work Study Program: establish agency and campus contracts, process student applications, refer students for work study job placement, monitor continued eligibility of recipients; review timesheets and authorize payments as appropriate.

The Financial Aid Outreach Program: assist the college Outreach Coordinator to network with area schools, parent and community groups and others as assigned; provide information and assistance to students, parents, instructors, other staff members and the public concerning application procedures and requirements for financial aid programs.

The Veterans Program: assist students in applying for benefits, explain procedures and program requirements, maintain appropriate records, and fulfill all necessary requirements for certification by the Department of Veteran's Affairs.

The Board of Governors' Fee Waiver (BOGFW) Program: accept and process applications; maintain records, and determine eligibility to assure the timely receipt of benefits.

The remaining duties are applicable to all positions with this class:

Provide assistance and information to students regarding financial aid programs and services; instruct students in proper completion of forms and applications; explain applications, requirements and restrictions; review completed forms for accuracy and completeness.

Process applications and forms; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms; identify unusual circumstances for possible alternative processing.

Conduct confidential interviews with applicants to validate information submitted and clarify discrepancies; assure accurate and complete documentation.

Maintain current knowledge of federal and State laws; local and College regulations, policies and guidelines which affect programs, application processing and eligibility requirements.

Monitor eligibility and academic progress of students to assure correct expenditure of State and federal funds.

Compile and prepare statistical and financial records and reports; prepare and type letters and other correspondence; maintain students records and files.

Communicate with other college personnel and departments to coordinate timely and accurate financial aid disbursement.

Train and provide work direction to student assistants and other personnel as assigned.

Operate office equipment including calculator; copier, and computer; enter, update and revise computer records and information.

Attend workshops, conferences and other training sessions involving financial aid as assigned

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Financial and statistical record-keeping techniques.
- Modern office practices, procedures and equipment.
- Correct English usage,, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Interviewing techniques
- Oral and written communication skills

ABILITY TO:

- Perform financial and statistical record-keeping duties related to federal and State financial aid programs.
- Learn, interpret and apply rules, regulations and policies regarding financial aid programs.
- Operate office equipment including computer, scanner, calculator, and copier.

- Operate a computer keyboard at an acceptable rate of speed.
- Establish and maintain cooperative and effective working relationships with others.
- Add, subtract, multiply and divide quickly and accurately.
- Communicate effectively both orally and in writing.
- Meet schedules and time lines.
- Train and provide work direction to others.
- Relate effectively to students with economically disadvantage backgrounds.
- Work confidentially with discretion.
- Operate a motor vehicle.

EDUCATION AND EXPERIENCE: Any combination equivalent to graduation from high school and two years general clerical experience.

LICENSE AND OTHER REQUIREMENTS: Incumbents in this classification must possess a valid California driver's license. Some positions in this class may be required to use oral and written abilities in a designated second language.

WORKING CONDITIONS: Duties are primarily performed while sitting at a desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment. Occasionally must travel to other community locations to conduct work.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate a computer keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighting up to 10 pounds. Occasionally must lift and carry materials weighting up to 25 pounds for short distances when transporting informational materials to orientation meetings at other community locations.