

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Student Financial Services Support Specialist

BASIC FUNCTION: Under the direction of the area Administrator, performs specific specialized services to students and provides support to all staff in Student Financial Services programs in providing access, in compliance with, Title IV, State, Federal and Institutional specialized grants, loans, waivers and scholarships. With direct coordination with outside agencies including scholarships donors, banking institutions, lenders, community service organizations and secondary education institutions as well as on campus student services

PROVIDES WORK OR LEAD DIRECTION TO: Short term/hourly employee(s) and/or Federal Work Study student(s).

REPRESENTATIVE DUTIES:

1. Counsels a diverse population of students and their families regarding financial assistance programs, options and responsibilities; explain federal, state and institutional funding sources and eligibility criteria; assists with the application procedure, explains policy to students, parents and other campus constituents; responds to phone calls, email and written requests in a timely and accurate manner.
2. Provides information using knowledge, judgment and interpretation of polices and procedures and regulations according to all Title IV Federal, State and Institutional grants and programs including Federal Pell grant, Federal Supplemental Education Opportunity Grant (FSEOG), Academic Competitiveness Grant (ACG), Federal Stafford Loans, Federal Work Study (FWS), Cal Grant, Chafee Grant, Child Development Grant, Board of Governors Fee Waiver (BOGW), Foundation and outside scholarships, SSS Grants, Gear Up, Americorps, and EOPS.
3. Demonstrates the ability to handle large volumes of work, keep track of many details, and perform work with a high level of accuracy in a fast-paced environment with frequent interruptions. Demonstrates ability to learn new information and computer programs/systems. Excellent communication skills with a strong customer service orientation.
4. Maintains an extensive and current knowledge of applicable federal and state regulations and policies, including but not limited to State Education code, Title IV regulations, Federal Register and other applicable laws, governing financial aid programs being administered through continual attendance at conferences, workshops and training seminars.
5. Provide counseling to students on the manner of integrating their financial concerns relative to personal and/or academic problems in a sensitive, confidential manner.
6. Collaborates with various student services and academic departments including but not limited to EOP&S, Admissions and Records, Veterans Services, Disabled Student Services and Programs, Career and Transfer, Assessment, Foster Youth Initiative Programs, Upward Bound, Student Equity Programs, Counseling, Outreach, Student Activities, Student Accounts and various academic programs.
7. Accept and determine the accuracy and validity of a variety of financial aid related documents received including but not limited to all types of tax returns, legal documents, citizenship documents, direct deposit requests and bank authorization forms, disbursement re-issue requests, specialized program forms, Return of Title IV forms, agency verification requests, scholarship action requests, internal documents requested including verification, ability to benefit eligibility and other related topics.

8. Processes, researches and completes all financial aid requests, including grants and loans, in coordination with internal and external constituents and the workflow associated with the initial application for financial assistance in accordance with Federal, State and Institutional regulations including verification of accuracy of documents received, resolution of conflicting information through active requests and preparation of files for packaging.
9. Manages the SARS counseling appointment program for Student Financial Services Academic Counselors including development of schedules, integrity of all data and clarification of all error reports. Educate and assist students regarding queries and/or issues pertaining to the SFS SAP standard including Extenuating Circumstance appeals and confidential information and contracts, probation quizzes and specialized program counseling. Processing of appeal decisions including communication to students and maintenance of appeal approved course lists.
10. Audit and process and evaluate incoming direct deposit/cancellation requests and supporting documentation to verify account information; submit information to the banking institution for transmittal of financial aid funds directly to students banking accounts. Performs required data entry functions in Datatel to confirm receipt.
11. Accountable for assigned cash management functions including stop/payment re-issue request of financial aid funds, handling returned funds, specialized non-resident payment requests and overpayment of federal funds.
12. Educate students on accurate disbursement of funds based on enrollment status and financial aid eligibility.
13. Provides services related to:
 - a. Designs and creates informational literature fliers, banners, posters, sandwich boards for bulletin boards and display cases. As well as develop and implement marketing materials (i.e. advertisements).
 - b. Compose communication letters and emails to students as well as departmental forms and informational flyers.
 - c. Images documents in scanning database for Imaging/OCR Optical Character Recognition (SCANNING) into Datatel and archiving of documents on deadline notification.
 - d. Communicating with the community through market research, access to market studies and plans, advertising and public relations as pertaining to inside, outside and foundation scholarships, Cash for College, FAFSA on the Web and other Federal and State financial aid organizations
14. Establishes outreach services for assigned high schools and organizations within the community which entails the implementing of marketing for financial aid information; participates in high school functions and/or activities, Job Fairs, setting up lunch tables at local schools to deliver information on Financial Aid and hosting a series of FAFSA Online Workshops and individualized appointments.
15. Advise, participate in the formation, revision and implementation of office policies and procedures and workflows annually and continually throughout the year as Federal and State guidelines are changed and/or added.
16. Manage the receipt of all outside scholarship funds including formation of accounts, tracking of action requests, processing of all bookstore account, admission payment and student requests and quarterly reconciliation of all individual accounts. Market all outside and secondary institution scholarship advertisements and research scholarship databases for applicable scholarship opportunities.
17. Participates in education and training of all new staff members associated with financial aid regulations and procedures.
18. Participates in District-provided in-service training programs.
19. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.

20. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent. An Associates Degree from an Accredited Institution is desired.

EXPERIENCE: Two years or more of closely related financial aid experience or experience working in higher education and/or public school system, preferably in the accounting or business services department, are required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: State, institutional, Federal student financial assistant programs, policies, rules, and regulations; computer databases and programs to complete the file review processing (Datatel, FAA Access, ED Express, Microsoft Office programs).

ABILITY TO: Maintain confidential and professional decorum at all times while working both individually and as a team. Learn, interpret and apply a wide variety of changing federal, state and institutional policies and procedures. Handle large volumes of work, follow processes, work tactfully and efficiently with a diverse population of students and their families. Show knowledge of office methods and procedures including being proficient in using a broad range of standard office software and equipment. Show ability to be thorough, organized, consistent and accurate in processing diverse and complex financial aid files. Appropriately answer financial aid questions accurately and in detail. Work efficiently as a team, handle large volumes of work, follow processes and work tactfully, efficiently, and professionally with a diverse population of students and their families. Collaborate with various student services and academic departments. Show the ability to accomplish daily, weekly, monthly, and annual tasks and goals with little direction. Be able to learn and implement new information and adapt to different computer programs and systems. Can establish and maintain cooperative working relationships with staff, students and others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, students, faculty, community groups, high school staff, parents, other departmental staff, and the general public.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.