

RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Senior Financial Aid Advisor

BASIC FUNCTION: Under the supervision of the area Dean/Assistant Director, supervise all professional customer service transactions for all programs under Title IV Federal, State and Institutional specialized grants, loans, waivers and scholarships, ensuring complex and confidential documents and information are accurate, current and are compliant with all required regulations. With direct coordination with Student Financial Services analysts, area high schools, secondary education institutions, outside agencies including scholarship donors, banking institutions, lenders, community service organizations, Department of Rehabilitation, Department of Social Services, EOP&S, Workforce Preparation and other student service and academic departments.

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

REPRESENTATIVE DUTIES:

1. Under the direction of the area supervisor, coordinates the day to day operations and work flow of the front office.
2. Makes recommendations regarding new technology, departmental operation and procedures with the front office staff, support specialist and short term employees and adheres compliance to policies and procedures.
3. Under the direction of the area supervisor, develops counter and phone schedules to ensure effective coverage of the front office.
4. Creates the monthly calendar for the department.
5. Responsible for the integrity and accuracy of data gathered and compiled for State reporting.
6. Provides guidance and direction to students and families on guidelines for the Department of Education for Dependency status changes requiring validation of various official and high level security documents.
7. Provide initial contact, information and advice for tuition deferments for non resident students.
8. Assists with the development of processes for intake of all new grants.
9. Updates and prepares communication pieces and electronic correspondence to students.
10. Serves as the counter lead in the SFS office when determining the accuracy of required documents such as: Selective Service Verification, Citizenship Verification, student and parent Federal Tax forms.
11. Develop, with the SFS analysts, forms and information for maintaining current knowledge of Federal, State and Institutional polices and regulations for the delivery of all forms of financial aid. Must stay current through continual attendance at webinars, on and off campus staff trainings and by using online resources.
12. Serve as liaison between the initial line of customer service and the SFS analysts to determine the course of further action for customers with extenuating circumstances and financial situations.

13. Collaborates with various student services and academic departments including but not limited to EOP&S, Admissions and Records, Veterans Services, Disabled Students Services and Programs, Career and Transfer, Assessment, Foster Youth Initiative Programs, Upward Bound, Student Equity Programs, Counseling, Outreach, Student Activities, Student Accounts, Workforce Preparation, RCC Foundation office, RCC Learning centers and other various academic programs through participation on committees, meetings and discussions for the integration of financial aid to these departments.
14. Responsible for the workflow for processing file documents and completion of all financial aid requests in compliance with Federal, State and Institutional regulations. Must guarantee the accuracy of confidential eligibility documents received that have been requested by the Department of Homeland Security, Social Security Administration, Selective Service Administration, Department of Education and other legal authorities.
15. Ensures accurate communication and marketing of financial information to a diverse student population through advertising campaigns, flyers, letters, emails and websites which include information regarding financial aid updates, deadlines and programs.
16. Responsible for the administration of the state wide grant Board of Governors Fee Waiver (BOGW), Including:
 - a. Awarding of the grant
 - b. Maintain compliance required by State regulations assuring modifications, additions, and legislative changes are implemented.
 - c. Develop annual applications, policy and procedures and customer service guidelines for the BOGW program.
 - d. Verify Veterans eligibility for the BOGW through documents received through the Department of Veterans Affairs.
 - e. Coordinates communications with SFS staff, students and families, Department of Veterans Affairs, and California Community Colleges system office (CCCCSO).
 - f. Accountable for BOGW applications records retention in compliance with State regulations.
 - g. Audit BOGW applications for eligibility requirements to ensure accurate data input for State reporting purposes.
17. Assist with end of the year reports to the state, regarding BOGW for next year's allocation. May manage the SARS counseling appointment program for Student Financial Services Counselors including monitoring the development of the scheduling, all attendance and error reports, and assuring the integrity of the data. Providing information to SFS Staff for communication to students regarding queries, appeal decisions, extenuating circumstance appeals, confidential information, contracts, probation quizzes, approved class lists and all issues pertaining to the SFS SAP standards. Maintaining knowledge of SARS updates to provide training to SFS staff.
18. May be responsible for ensuring all non-verified files are processed and prepared for timely awarding by the analysts. Coordinate receipt of non-verified student file lists from support specialists and monitor processing progress for each deadline. Verify the accuracy of documents received and make sure that all saved lists are accurate, organized and follow established policy and procedures prior to awarding by the analyst.

19. Coordinates the RCCD Foundation High School scholarship program through collaboration with the RCC Foundation office including creating and customizing the scholarship application to meet the needs of the high school senior applicants. Responsible for all communications and marketing of the high school scholarship brochure with the local high schools and communities, SFS staff and the outreach department regarding procedures, deadlines and the selection process.
20. Oversee and coordinate the management of all outside scholarships from receiving funds, creating files, disbursing and refunding funds and opening on campus bookstore accounts. Responsible for the year end reconciliation of all outside scholarship files and closing out all inactive and closed scholarship accounts by coordinating the return of funds to the donors or arranging for alternative awards to current RCC students. Reconciles the monthly bookstore invoices and statements to ensure accurate accounting of student charges and reconcile all scholarship account activities. Researches available outside scholarships for marketing and advertising.
21. Accountable for the accuracy of information regarding the disbursement of funds to students based on enrollment status and financial aid eligibility.
22. In coordination with the area supervisor, assists with the oversight of services related to:
 - a. Informational literature fliers, banners, posters, sandwich boards for bulletin boards and display cases, including creating, designing and marketing (i.e. advertisements).
 - b. Timely and updated letters of communication 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. Establish outreach services for assigned high schools and organizations within the community and marketing financial aid information for participation in high school functions and/or activities, Job Fairs, Financial Aid workshops, FAFSA online workshops and other outreach activities.
23. May serve as liaison to the community when coordinating the establishment of outreach services for assigned high schools and organizations within the community. Coordinates marketing for financial aid information for participation in high school functions and all outreach activities and functions. Provides guidance to rehabilitation counselors as they assist students in the financial aid process.
24. Continually updates financial aid regulatory knowledge by participating in trainings and seminars provided by the District, Department of Education and organizations including CCCSFAAA (California Community Colleges Student Financial Aid Administrators Association), Edfund, USA Funds and other financial aid agencies.
25. Assists with the organization of monthly support staff meetings to ensure that all policies and procedures are consistent and updated accordingly to changes in Federal, State and Institutional regulations throughout the academic year.
26. Mentor and train new employees in all areas related to preparation and processing of student files for awarding in accordance with financial aid regulations.
27. Adjusts student Cost of Attendance Budget for accurate packaging and state reporting.
28. May assist with the presentation of workshops and seminars related to student financial operations and benefits for students

29. Participates in District-provided in-service training programs.
30. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
31. 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 financial aid experience is required. Experience working in the accounting or business services department is desired.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: State, Institutional, Federal student financial assistance programs, policies, rules and regulations; Federal programs such as FAA Access, Ed Express, NSLDS, as well as institution programs (Datatel, SARS and Hershey). knowledge of policies and procedures related to Federal, State and Institutional grants and loans; Federal and State processing and counter intake guidelines; operations of a financial aid office; knowledge of financial issues impacting at-risk students, students in support services students in the public and high school settings.

ABILITY TO: Provide leadership to the SFS team in support of the financial aid process while working individually and as a collective team. Interpret Federal, State and Institutional policies and procedures in order to implement changes or modifications to ensure compliance with financial aid regulations; to create and update policies and procedures for existing and new financial aid processes and programs; maintain communication and cooperative working relationships with SFS staff, students, families and other departments. Assure confidentiality of student records in compliance with Federal regulations. Work independently in the effort to facilitate the verification of all data for the timely delivery of student financial assistance. Coordinate the daily, 'weekly monthly and annual tasks of the SFS team. To interpret policies and procedures related to grants, programs and scholarships; to present workshops and seminars.

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, other departmental staff, high school counselors, office assistants, students, parents, Federal and State agencies, social service and housing agencies.

WORKING CONDITIONS: 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.