

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Student Financial Services Analyst

BASIC FUNCTION: Under the direction of the area Dean/Assistant Director, to perform independently specific specialized services to a diverse and complex population of students and their families for final and auditable awarding of all Federal, State and Institutional aid. Interprets and applies constantly changing rules in compliance with all mandated regulations for financial and institutional awards. Responsible for coordinating and meeting critical dates and deadlines, ensuring accurate disbursement of all grants, loans, waivers, scholarships and miscellaneous awards. Responsible for interpreting rules and regulations from the Department of Education, Central Processing System, California Student Aid Commission, Federal Student Aid programs, Lenders, Banking Institutions, Scholarship donors and foundations, CAPA (study abroad), the Department of Social Services, and other online financial services (i.e. ELM, NSLDS, IFAP, Edfund, National Service Trust for Americorps). Responsible to master rules and regulations and create workflow through collaboration with student financial services staff, Auxiliary Business Services, Admissions and Records, Counseling, EOP&S, DSPS, the District Foundation office and other areas of Student Services.

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

REPRESENTATIVE DUTIES:

1. Responsible for establishing workflow and policies for the office staff to provide counseling services to a diverse population of students and families with individualized complex financial needs.
2. Responsible for researching, analyzing and interpreting regulations for all Title IV Federal, State and Institutional grants and programs including Federal Pell grant, Federal Supplemental Educational Opportunity grant (FSEOG), Academic Competitiveness Grant (ACG), Federal Stafford Loans, Federal Work Study (FWS), Cal Grant, Chafee Grant, Child Development Grant, Board of Governors Waiver (BOGW), Foundation and outside scholarships, SSS Grants, Gear Up, Americorps and EOP&S.
3. Must master independently a current and extensive working knowledge of all Federal, State and Institutional policies and regulations as applicable to financial aid funding sources through online learning resources (listserves, webinars, email blasts, weekly informational updates, Information for Financial Aid Professionals (IFAP), online handbooks and IRS tax information guides), on and off campus trainings from national, state and local financial aid organizations and district staff trainings.
4. 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, Student Employment, other learning centers and various academic programs to assist students in determination of eligibility for financial assistance and to ensure that accurate information is developed and disseminated correctly to students and staff.
5. Accountable to multitask and complete large volumes of detailed work and responsibilities in relation to student financial assistance awards with a high level of accuracy in a fast paced environment with constant interruption while adhering to multiple strict deadlines.

6. Analyze all student documentation and information in compliance with Federal Methodology, published regulations and institutional policies and procedures while utilizing independent judgment to investigate and resolve all conflicting information. Must master current and accurate knowledge of federal tax filing requirements, California State Educational Board requirements, Department of Homeland Security Citizenship regulations, Federal Selective Service Requirements, Legal court documents, Social Security Administration confirmation regulations and other federal and state regulatory boards in relation to financial aid eligibility.
7. Calculates financial assistance needs assessments and determines applicant eligibility for all appropriate aid programs through automated and manual packaging procedures.
8. Applies independent judgment of student files to ensure accurate disbursement of state, institutional and federal funds. Review individual awards for accuracy and make adjustments based on unmet need, budget and residency updates.
9. Applies Satisfactory Academic Progress (SAP) standards for each student applying for financial assistance according to federal and institutional regulations; reviews and evaluates SAP reports to determine eligibility for financial assistance; calculates and adjusts awards based on SAP results; monitors continued aid eligibility; notifies, interprets and explains results to students.
10. Accountable for processing, packaging and awarding over 5 million to the following Federal Programs:
 - Pell Grant- Verify, review for eligibility, package and award to all eligible students year round. Audit and adjust awards as necessary.
 - FSEOG- Determine eligibility based on student need throughout the year and timing of application while staying within posted allocated percentages.
 - Federal Work Study-Collaborate with the Student Employment office to determine and award funds to eligible students who apply for jobs on and off campus. Reconcile awards throughout the year based on student movement. Ensure that the full allotment of these funds are awarded and disbursed by year end.
 - ACG-Validate student eligibility through collaboration with high school counselors across the nation based on the Federal definition of a “rigorous program”; verify that each student meets the minimal requirements based on federal regulations and manually package awards.
 - Federal Stafford Loans- Award and package subsidized and unsubsidized loans which involves counseling students on loan debt management, determine eligibility based on federal guidelines, collaborating with online financial servicers (i.e. ELM Resources, National Student Loan Database Systems (NSLDS), Edfund and Individual loan lenders), reconciling disbursements and adjusting awards as needed and ensuring exit loan counseling is conducted.
 - Serves as liaison with National Service Trust to review eligibility and authorize payment requests for Americorps awards. Maintains and monitors student’s record and adjusts awards accordingly.
11. Accountable for processing, packaging and awarding in excess of 1 million dollars the following State Programs:
 - Cal Grants B&C- Determines eligibility including posting awards, processing change of information forms including high school verification forms, monitoring subsequent transaction for new entitlement students, reporting enrollment to the California Student Aid Commission (CSAC) via online Webgrants system and reconciling throughout the year with CSAC.

- Chafee- Coordinate the program by interpreting and following state guidelines to establish work flow and policies for office staff. Process weekly rosters provided by the state to analyze need and report eligibility for each student to the state. Collaborate with Workforce Preparation and the Independent Living Program (ILP) and various student services departments to determine eligibility and assist with student needs. Maintain continual contact with students regarding maintaining eligibility, SAP and counseling needs. Award funds as directed by the state.
 - Child Development Grant- Coordinate the program by monitoring the application process with the Early Childhood Studies Department, establish work flow and policies for office staff, determine eligibility for students selected by the state through collaboration with academic counselors, maintain continual contact with each applicant regarding eligibility and SAP and award all funds based on unmet need as directed by the state.
 - Collaborate with various student services departments to determine need for the Gear Up scholarship, award based on the need and eligibility and counsels students regarding their financial aid status.
 - Researches and must master regulations to determine eligibility for the Board of Governors Fee Waiver (BOG), monitors eligibility during assessment of financial documents, adjust awards as needed and notifies, interprets and explains eligibility to students and other student services departments including but not limited to Workforce Preparation, Admissions and Records, Student Accounts and EOP&S.
12. Accountable for processing and awarding the following Institutional Programs:
- Coordinates the institutional scholarship program by collaborating with the RCC Foundation, Information Services, Auxiliary Business Services and academic departments to provide scholarship opportunities to RCC Students. This involves development of marketing materials including annual brochure, workshops, publications and web promotions. Direct screening of applications through coordination of faculty, staff and community foundation members. Calculate results of screening, verify eligibility, notify students, authorize disbursements, manage records, continual monitoring of eligibility, adjustment of awards, audit records and compile year round reports.
 - Collaborates with the RCCD Study Abroad Program Office and Center for Academic Programs Abroad (CAPA) to process financial aid for interested students. Counsels eligible students regarding completion of financial aid files and awarding of grants and loans on a case by case basis. Determines specific disbursement dates of grants and loans for student or CAPA towards cost of program.
 - Collaborates directly with Student Support Services Grant office (SSS) to determine eligibility for the grant for each student who applies. Work with the SSS grant office to award students selected throughout the year.
13. Exercise professional judgment as defined by federal regulations by evaluating students special circumstances on a case by case basis with adequate documentation including reviewing family's situation and making appropriate adjustments to FAFSA data elements based on their ability to pay, overriding a student's dependency status, and student loan indebtedness while employing sensitivity and confidentiality.
14. Responsible for reviewing weekly reports received from the Department of Education to determine possible changes to previous student eligibility based on changes to their FAFSA records. Communicate to students and staff regarding changes to eligibility, request supporting documentation to resolve conflicting information and place holds on financial aid disbursements until conflicts are resolved.

15. Manages and oversees the communication management database in order to provide timely and accurate communication to students and staff through letters and emails throughout the year.
16. Participates and writes program review, identifies and analyzes strengths and improvement areas within the Student Financial Services Department, create objectives and goals based on the improvement areas to strengthen performance level for the office and for student success. Conducts statistical analysis to assess data collected via surveys, workshops, attendance, student participation, and other measureable tools to determine outcomes and to make improvement recommendations based on these outcomes.
17. Participates in District-provided in-service training programs.
18. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
19. Performs other related duties as assigned.

EDUCATION: An associate degree from an accredited institution is required. Completion of 60 semester or 90 quarter units from an accredited institution which included coursework leading toward a Bachelor's Degree can substitute for the Associates degree

EXPERIENCE: Three years of directly related experience in financial services or a related field is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Computer software and modern office equipment.

ABILITY TO: Master and interpret federal, state and institutional policies to establish policy and procedure and workflow for administering all aid. Responsible for compiling and maintaining accurate reports and files; plans and organizes student records for audits and subpoenas; establish and maintain effective working relationships with students, faculty, staff and the community. Ability to use various software applications such as spreadsheets, relational databases, and word processing to assemble, manipulate and/or format data and/or reports. Must work at extensive levels of accuracy for successful yearly closing and audits.

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. Must also work at high level of expectations of meeting multiple deadlines and changing federal regulations and independently establish workflow for new grants.

CONTACTS: Co-workers, faculty, staff, students, high school and community groups, parents, the general public, student loan lenders, NSLDS, DOE, Edfund, DPSS, online financial services, CAPA and the California Student Aid Commission.

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.