

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Student Financial Services Lead 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 servicers (i.e. NSLDS, IFAP, National Service Trust for Americorps, COD, Center Academic Programs Abroad (CAPA)). Responsible to know and apply rules and regulations and serve as a liaison working collaboratively 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. Performs a lead role working with Satisfactory Academic Progress.

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

**REPRESENTATIVE DUTIES:**

1. Coordinate the Satisfactory Academic Progress (SAP) Appeal program, including development of schedules and forms, monitoring of regulations, intake of appeal packets, preparation of packets for review, communication to students and tracking of contracts on a semester by semester basis.
2. Interpreting current Student Educational Plans, develop and monitor academic plans for students approved for SAP appeal thru creation of Approved Class List (ACL). Monitor student's compliance with the ACL list, adjusting award packages based on eligibility.
3. Meet with students to discuss decision on appeal packets, changes to their Approved Class Lists, updating of awards and disbursement information.
4. Conduct end of semester reviews of all appeal approved students to determine continued eligibility or loss of appeal status. Responsible for student and staff communication, data entry and award package updates for this population.
5. Serves as a liaison between Student Financial Services and Academic Counseling in 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.
6. 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), 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.
7. Must have be able to work independently and have a current and extensive working knowledge of all Federal, State and Institutional polices 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.

8. Collaborates with various student services and academic departments 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.
9. Able 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.
10. Review 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 have 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.
11. Verify, review and calculate eligibility, packages and award aid for federal and state grant and loan funds to all applicants. Audit and adjust awards as necessary.
12. 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.
13. Responsible 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.
  - Federal Direct 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. ECMC, National Student Loan Database Systems (NSLDS), and Individual loan servicers), 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.
14. Responsible 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, assist with establishing 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 know 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.
15. Responsible 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.
16. Employing sensitivity, confidentiality and professional judgment in evaluating student's special circumstances on a case-by-case basis, using adequate documentation and in conformity with federal regulations.
17. 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.
18. 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.
19. Participates in the unit's program review process, by providing feedback on the areas of strengths and those in need of improvement within the Student Financial Services Department. In collaboration with the unit's manager and other staff, provides input into the creation of objectives and goals based on the areas of strength and improvement. Reviews statistical analysis to assess data collected via surveys, workshops, attendance, student participation, and other measureable tools to determine outcomes and to make recommendations for improvement based on these outcomes.
20. Participates in District-provided in-service training programs.
21. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
22. Performs other duties, related to the position, as assigned.

**EDUCATION:** An associate degree from an accredited institution is required or equivalent units. Bachelor's degree is preferred.

**EXPERIENCE:** Three years of directly related experience in a student financial aid department is required.

**LICENSES/CERTIFICATIONS REQUIRED:** None.

February 2014

**KNOWLEDGE OF:** Computer software and modern office equipment including knowledge of required financial aid databases including COD, NSLDS and Webgrants. Knowledge of Federal Title IV financial aid regulations and requirements including essential programs such as Pell Grant, FSEOG Grant, Federal Work-Study and Federal Direct Loan programs. Knowledge of California State financial aid regulations and requirements including essential programs including the Board of Governors Fee Waiver, Cal Grant, Chafee Grant, Child Development Grant, California Dream Act and other programs and service as required. Must have a working knowledge of financial aid Satisfactory Academic Progress Standards.

**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 work 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, NSLDS, DOE, COD, DPSS, online financial servicers, 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.