

Position: Enrollment Services Operations Analyst	Position Number:
Department: Financial Aid	FLSA: Non-exempt
Reports to: Director, Financial Aid	Salary Grade: 120

Summary

Coordinates and organizes the work flow of Enrollment Services-Financial Aid. Performs advanced technical duties related to financial aid processing, including trouble-shooting, correcting problems and training of users.

Essential Duties and Responsibilities

- Organizes and performs work activities to ensure compliance with quality standards and deadlines.
- Assists with day to day operational issues as well as coordination of annual maintenance of financial aid database and electronic financial aid processing.
- Performs advanced technical duties related to financial aid processing.
- Attends meetings on behalf of the department, may prepare and deliver formal presentations, updates, or briefings.
- Acts as liaison with IT staff to oversees the implementation of document imaging and other technology initiatives for the department
- Coordinates with other departments to develop, implement, and maintain communications management module setup to provide for increased department efficiency.
- Participates in the preparation of the program budgets. Organizes budget and financial material during the development or proposal process. Monitors expenditures and maintains accurate fiscal records during implementation of the program. Maintains a variety of files.
- May preside over routine staff meetings in the absence of the director.
- Develops prepares, and types from concept, rough drafts, or verbal instructions a variety of materials, including letters, reports and statistical data. Develops appropriate user documentation.
- Prepare and maintain various reports related to research and analysis of campus and District data; prepare historical reports and analyze report data and recommend changes as appropriate.

- Develops and maintains the District's standard practices and procedures for accurate data extraction, analysis, and reporting from database files.
- Provides technical and analytical support to others regarding the planning, analyzing, and reporting processes to be used in financial aid processes.
- Works with internal and external auditors in providing records and documents for completion of periodic audits.
- Positively contributes to the college's program review and assessment discussions and efforts to assure adherence to accreditation standards.
- Assist in analyzing and recommending improvements to CR's ongoing outcomes assessment, program review and integrated planning processes.
- Research and Perform technical and minor clerical duties involving the use of independent judgment and an understanding of departmental functions and procedures. May answer telephone calls, provides information as appropriate, routes calls as necessary.
- Maintains up-to-date knowledge of laws, regulations, policies, procedures and automated systems that guide or support the functional area. Develops operational policies and procedures that enhance the operations of the work section.
- Performs other duties as assigned that support the overall objective of the position.
- Advises and counsels students/parents on financial aid related matters
- Represents and acts as liaison for the College with federal and state agencies and other colleges. Serves on committees, both internal and external, as required.

Qualifications

- **Knowledge and Skills**

Requires a thorough knowledge of complex principles and procedures of assigned area; office practices, procedures and equipment, Requires problem solving and analytical skills, and in-depth knowledge of the subjects and work flow requirements for the assigned area (e.g., Financial Aid). Requires in-depth understanding of automated information processing systems that support the work section. Position requires technical knowledge of computer systems operations and processes, including the ability to describe reporting and database functionality needs to technical support staff. Must have ability to interpret and implement

changes in the computer system. Requires thorough knowledge of those activities associated with statistical record keeping, required reporting, and confidential record keeping. Requires thorough knowledge of proper English usage, grammar, spelling, and punctuation. Must be highly skilled in using various standard office machines, including computers and word processing and spreadsheet applications. Must be able to communicate technical and complex information to 'non-technical' users.

The skills to:

- Work with large, complex data files. Perform relational database queries, data analysis, interpretation, documentation, and presentation of research findings.
- Use computer applications including Microsoft Excel, Word, PowerPoint applications and relational databases.
- Work independently and collaboratively while under pressure; productively organize, prioritize, and manage multiple concurrent projects; and consistently meet schedules and timelines.
- Communicate effectively, both orally and in writing.
- Promote use and access of information for assessment and decision-making.
- A proven record in working successfully with diverse populations.
- A positive attitude and ability to plan and adapt to change.
- Ability to collaborate effectively with college departments and cross-functional teams.
- Strong interpersonal, oral and written communication skills.

▪ **Abilities**

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to coordinate, and perform the various tasks within the assigned office and work independently with minimal supervision. Must be able to learn, interpret, explain and apply College and program policies, rules, and objectives. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to analyze situations and accurately and adopt an effective course of action. Requires the ability to communicate with students, staff, and the public using tact and courtesy in sometimes confrontational or strained situations.

▪ **Physical Abilities**

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

▪ **Education and Experience**

The position requires an Associate's degree in a business or equivalent discipline. Preferred Bachelor's Degree in a business or equivalent discipline. Requires a minimum of 6 years of responsible and varied experience, preferably in an educational setting in a high volume environment. Requires prior experience with computer systems operations and database management. Additional experience may substitute for some higher education. Additional higher education may substitute for some experience.

▪ **Licenses and Certificates**

Requires a valid drivers license.