

## College of the Redwoods

## Position Description

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| Position: Financial Literacy Advising Specialist | Position Number:  |
| Department/Site:                                 | FLSA: Non-exempt  |
| Reports to/Evaluated by: Director, Financial Aid | Salary Grade: 118 |

### **Summary**

Provides financial literacy advising and information to pre-college students and parents, college transfer, school-to-career students, and the general student population. Contributes to student success by coordinating and conducting training in loan default prevention strategies, budgeting, and repayment programs for student financial aid that minimize the College's default rates.

### **Essential Duties and Responsibilities**

- Develops and conducts financial literacy and loan advising workshops with prospective, current, and former students, including parents as appropriate. Prepares workshop curriculum in areas such as, but not limited to, borrower responsibility, money management and budgeting, and works with Student Development Advisors to integrate financial literacy in orientation, first year experience programs, freshmen seminars, etc.
- Conducts entrance interviews with students prior to initial loan disbursements.
- Develops and implements pro-active interventions and data collection methods as part of the College's program for student debt management. Advises and assists students on plans and applications to resolve financial obligations.
- Verifies that financial obligations to the College have been satisfied or are of acceptable progress.
- Conducts exit interviews of students that meet loan requirements.
- Develops materials and provides general information to students on college policies and regulations regarding financial aid and borrower obligations.
- Maintains and updates student information on a database or equivalent resource. Ensures accurate information. Prepares statistical and evaluative reports as required by funding sources or the College.
- Monitors program fund accounts to ensure students are not awarded more than federal regulations allow and to track payment data. Researches and resolves identified conflicts by utilizing various external databases to review prior loan histories and financial information.
- Develops and maintains flyers, pamphlets, and worksheets designed to inform students of financial literacy and loan options. May provide information on school services, student activities, community resources, and employment.
- Participates with others, including other programs in activities such as career fairs and

college visitations.

- Receives calls for loan counseling and financial literacy questions. Performs routine customer service functions of a clerical nature such as file maintenance, mailings, reports, and correspondence.
- May provide support to financial aid programs administered by state agencies.
- Maintains up-to-date knowledge of financial literacy and federal loan programs, laws, rules, and regulations. Serves as liaison to outside agencies on these matters.
- Performs the duties of a Financial Aid Specialist on duties associated with determining loan eligibility, unique circumstances, and loan fund availability.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### ▪ **Knowledge and Skills**

The position requires an in-depth working knowledge of the activities associated with providing customer service, and support to students in a financial advising setting. Requires a working knowledge of regulations and institutional policies and relevant to admissions, registration, accounts payable, and financial aid practices. Requires proficient knowledge of modern office systems, practices and procedures including skill at using personal computer software such as word processing and academic databases. Requires knowledge of population demographics focusing on characteristics and needs of students with diverse backgrounds. Requires skill in writing professional communications, reports, and materials. Requires well-developed human relations skill to convey policies, procedures, and instructions to others, to make presentations to small and large groups, and to persuade students toward a course of action.

### ▪ **Abilities**

Requires the ability to carry out the essential functions of the position. Requires the ability to learn District and College policies and procedures as well as those associated with financial advising. Requires the ability to understand, and interpret student financial aid regulations, policies, processes, and procedures. Requires the ability to access and enter, import, and export data to and from computer-aided student financial aid applications. Requires the ability to function effectively under pressure and meet deadlines. Requires the ability to compile data for reports. Requires the ability to interact productively with a wide range of students of varying abilities and background, including economic, social, and cultural diversity. Requires the ability to exercise a positive attitude, patience, empathy, compassion, and good judgment when dealing with others.

### ▪ **Physical Abilities**

Requires sufficient ambulatory ability to move to various campus and off-site locations. Requires hand-arm-eye coordination to operate a personal computer keyboard and to retrieve files and work materials. 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 typically requires a Bachelor's Degree in education, marketing, finance, or equivalent discipline and one year of experience in college or trade school advising,

financial aid or similar form of customer service oriented to students. Alternatively, the position may accept an Associate's degree and 5 years of experience in admissions, counseling support, or related area providing experience with financial aid.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Work Environment**

Work is performed in an office environment containing minimal health/safety risk.