

Position: Student Services Specialist, III	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 115

Summary

Performs clerical and paraprofessional duties in connection with providing specialized technical and clerical duties to support admitting and registering students for courses, counseling students on financial aid and loans, analyzing and processing financial aid applications, and administering special programs for students. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures.

Essential Duties and Responsibilities

- Interviews students participating in the various loan programs, interpreting State and Federal guidelines applying to the programs. Explains the approved eligibility, requirements for program qualification and compliance, and program options so that students can make informed decisions about their obligations. Guides and advises students and prospective students concerning the financial aid programs.
- Provides one-on-one or small group counseling for students, parents, or others regarding financial aid issues, procedures to award, reasons for denial or lack of eligibility, deadlines, petition processes and other relevant issues.
- Personally administers a loan or grant program such as EOPS, etc., for the students at a branch campus.
- Assists applicants in completing the various forms required for financial aid. Resolves problems with applications and/or financial aid checks.
- Reviews and evaluates financial aid applications to determine accuracy, completeness and financial need level. Uses need-analysis criteria for review. Performs any required follow-up procedures to get additional information, correct errors or elicit more in-depth data from applicants.
- Verifies application data for accuracy. Compares FAFSA data with verification documents (104B, Worksheets, W-2s etc.). Corrects information on a financial or student database, performs needs analysis, prepares computer files for reprocessing.
- Processes loan/financial aid awards, consulting with supervisor as necessary, and notifying successful applicants.
- Prepares payment vouchers for funds to be disbursed from the selected program(s). Initiates and maintains records of awards and disbursements by individual student accounts. Coordinates with others in the department to setup loan servicing as needed.
- May assist students with use of the library or a learning assistance center.

- Performs the admissions and financial aid duties of a Student Services Specialist II as needed to fulfill staff workload requirements.
- Answer telephones and provide information and assistance as required.
- 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 policies and procedures associated with financial aid programs. Requires a working knowledge of federal and institutional satisfactory academic progress policy. Requires a working knowledge of regulations and institutional policies relevant to admissions, registration, accounts payable, and receivable and financial aid practices. Requires knowledge of and skills with routine office policies, procedures and equipment, including PCs and applicable student information databases, word processing and spreadsheet applications. The position requires a working knowledge of instructional techniques and subject-specific skills sufficient to provide basic counseling/advising and tutoring to students on an informal level. Requires a working knowledge of applicable College services, requirements, policies, and procedures governing admissions. Requires sufficient organizational skills to maintain up-to-date and accurate student files. Requires sufficient human relations skills to convey College and technical information to new students, facilitate one-on-one counseling/advising, and help resolve problems. Requires sufficient math skills to compute totals from existing fee tables.

- **Abilities**

Must be able to perform all of the duties of the position with only general supervision and support. Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Must be able to interact with a wide range of contacts with courtesy and patience. Requires the ability to maintain the confidentiality of student records and information. Must be able to perform all of the clerical and record keeping duties of the position including operation of computer software programs designed for student information.

- **Physical Abilities**

Requires sufficient hand eye coordination to recognize numbers, letters, and words; to use a typewriter style computer keyboard. Requires ambulatory ability to reach to shelves for placement of lightweight objects (less than 10 pounds). Requires auditory ability to carry on conversations in person and over the phone.

- **Education and Experience**

The position requires the equivalent of an Associates degree and one year of related work experience such as loan origination, financial aid, or basic accounting is required. Consideration would also be given to experience in an education support role such as instructional support or library. Additional relevant experience may substitute for education.

- **Licenses and Certificates**