



Connecticut State
Colleges & Universities

**Connecticut State Community College
Job Description
Financial Aid (Federal Work-Study) Specialist**

Salary Level:
CCP 16 (Subject to Willis)

Date Approved/Revised:
11/15/22

POSITION PURPOSE:

Under the supervision of the Financial Aid (Federal Programs) Specialist, this position assists in the general administration of the Federal Work Study (FWS) Program. This includes awarding and reconciling FWS funds, and may include interviewing and placing students in positions on or off-campus in conjunction with campus and College needs.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Financial Aid Services (FWS) Specialist works under the direction of the Associate Director of Financial Aid (Federal Programs). This position may provide direct support to student workers or other support staff, as needed.

This position reports to the Associate Director of Financial Aid (Federal Programs). This position is expected to collaborate with all other associated offices within the institution. This position may extensively with students, parents, faculty, staff, administrators, and the general public. These relationships may involve the collection and discussion of protected information under federal law. The incumbent is expected to represent the institution in a positive manner both within and outside of the office.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Administers the federal and institutional work-study programs.
- Interprets and applies federal, state, and institutional rules and regulations governing the placement of eligible students for both on- and off-campus positions in tandem with campus locations.
- Provides oversight of work-study timesheets and works with Payroll on adequate pay reconciliation.
- Makes determinations on monthly FWS payment and reconciliation for student workers.
- Works with campus staff to determine adequate positions and placement to fulfill needs at the campus level.
- Performs any reporting related to federal, state, or institutional work-study programs.
- Communicates the requirements of work-study students to all affected parties, including students, faculty, staff, and administrators.
- Works and collaborates with Human Resources to fulfill all placement requirements.
- Provides operational oversight of the FWS program to be certain students are placed and are able to begin work in a timely manner.
- Assists with outreach activities.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.)

Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Federal, state, and institutional financial aid regulations and processes
- The ability to interact with campus locations and external agencies for the purpose of student worker placements
- Strong interpersonal presentation skills
- Strong analytical and problem-solving skills with attention to detail
- Exceptional customer service skills
- Knowledge of Ellucian's Banner
- Ability to use tools in conjunction with databases
- Effective skills in research and analysis
- Ability to recognize and resolve file discrepancies
- Ability to multi-task Leading and training of staff;
- Supervisory experience;
- Excellent organizational skills with the ability to work under pressure and meet deadlines
- The ability to interact professionally with diverse personalities
- At least two years of direct federal work-study administration (preferred)
- At least two years of direct Banner experience (preferred)

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with one to four years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.