



Connecticut State Community College
Job Description
Financial Aid Specialist II

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
5/13/22

POSITION PURPOSE:

The Financial Aid Specialist II assists in the operation of the financial aid programs at the college, while providing guidance to students. The incumbent assists in the management of federal, state, and institutional funding sources, as well as the accurate processing of all financial aid application and student loan materials within a highly automated environment. The Financial Aid Specialist II provides student service in person and utilizing other communication channels to assist with the financial aid process for students and families. A major function of this position is leading collaborative efforts for attracting and retaining students. This position is located on ground at a campus location.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports to the Campus Supervisor for Financial Aid Services.

This position may lead or supervise student workers, if assigned. This position is required to have extensive cooperative relationships with a variety of students, parents, and staff, which requires obtaining, processing, and protecting a high volume of confidential information. This position also requires interaction with the public and professionals within peer organizations and professional organizations.

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.

- Maintains the front counter for all student-facing, in-person activity.
- Provides excellent service to students, their families, outside agency personnel, and members of the college community.
- Assists students with the completion of all aspects of the financial aid process, including FAFSA completion, financial literacy, and other associated areas.
- Counsels and assists prospective and currently enrolled students and their families on the FAFSA application process and eligibility for financial aid, including the facilitation of workshops.
- Provides information on eligibility requirements, application processes and procedures, status of financial aid application and award, and required additional documentation as needed.
- Determines if the student's inquiry requires further follow-up and directs the inquiry to the appropriate source for resolution, as necessary.
- Responds in a timely manner to student inquiries through a variety of communication techniques.
- Provides outbound communications to students, as needed.
- Trains and leads student workers, as needed.
- Responsible for special projects within the office, under the direction of the Campus Supervisor.
- Awards and repackages students under the direction of the Campus Supervisor.
- Resolves C-Flags, Rejects, Verification, and Conflicting Information cases.
- Reviews student ISIRs for discrepancies in dataload and follows up with students as needed.
- Responsible for the quality assurance and document linking within the imaging system.

- Monitors the academic performance of student aid recipients in accordance with Satisfactory Academic Progress regulations, including the enforcement of SAP Appeals and Academic Plans.
- Maintains current and complete knowledge of federal, state, and institutional financial aid regulations.
- Reviews and processes student loan requests in accordance with federal law and regulations.
- Maintains an alpha caseload to ensure necessary documents are received and conflicting information resolved to ensure aid can be disbursed.
- Runs/creates reports to assist the needs of the campus.
- Assists in supplying any data needs for campus reporting.
- Adheres to all office policies and procedures.
- Interacts favorably with any third-party vendors.
- Works with grant, loan, and reporting functions within all federal systems, including COD, CPS, and NSLDS, as needed.
- May participate on campus-based Satisfactory Academic Progress Appeal Committee.
- May review student files for Professional Judgment requests.
- Performs other duties and tasks to support the overall success of the division.
- May involve occasional evening or weekend work.

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.
- Participation in professional associations.
- 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 students. 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.). The Financial Aid Specialist II is required to have demonstrated advanced knowledge and abilities in the following areas:

- An ability to relate favorably to students, parents, and college staff.
- Knowledge of state and federal financial aid rules and regulations.
- Strong organization and analytical skills.
- The ability to multi-task with complex subject matter in a fast-paced environment.
- Must possess strong interpersonal and presentation skills.

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 two to five years of related experience in financial aid in higher education or related field; 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.