



Connecticut State  
Colleges & Universities

Connecticut State Community College  
Job Description  
Financial Aid (Federal Loans) Specialist

Salary Level:  
CCP 16 (Subject to Willis)

Date Approved/Revised:  
11/15/22

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**POSITION PURPOSE:**

The Financial Aid (Federal Loans) Specialist assists in the administration and operation of the Federal Direct Student Loan program and private student loan programs for Connecticut State Community College. The Specialist coordinates and accounts for the processing of student loan records with the US Department of Education and private lenders and their systems of record, which includes use of the Banner and COD systems. Oversees the student loan process working closely with all aspects of the Financial Aid Services division.

**SUPERVISORY AND OTHER RELATIONSHIPS:**

The Financial Aid Services (Federal Loans) 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 is required to have extensive cooperative relationships with a variety of staff within the institution and outside agencies within the scope of financial aid activity. This includes coordination and planning efforts with all affected staff within the Financial Aid Services division. This position involves handling information of a confidential nature and requires the incumbent to protect the confidentiality of that information. The incumbent is expected to represent the College in a positive manner and to collaborate with academic and student services departments in contributing to retaining students.

**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.

- Assists in the overall administration of Federal Direct Student Loans.
- Assists in the overall administration of any non-federal student loans.
- Assists in any required reporting and reconciliation efforts, as required.
- Responsible for all non-federal loan activity, supported by Regional and Campus-Based staff.
- Works with the College's Business Office/Bursar to ensure G5 drawdowns and returns are made in compliance with federal regulation.
- Assists in the oversight and administration of the College's default prevention program.
- Assists in performing Return to Title IV calculations and returns, as required.
- Ensures that students complete all requirements for receiving federal student loans, including the completion of entrance and exit counseling, and a master promissory note. This includes collaborative work with any relevant staff in the division.
- Manages preliminary CDR communications from the Department of Education and works with the AVP to challenge results as needed.
- Provides recommendations on the efficacy of the current year packaging policy as a means to facilitate any future changes for the benefit of all student aid applicants.
- Prepares audit responses in tandem with the AVP.
- Assists with annual financial aid packaging, as needed.

- Recommends policy updates and/or procedural changes to current practices as a means to ensure compliance.
- Provides training to all staff, as needed.
- Assists in the development of policies and procedures for the office.
- 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;
- Attendance and participation at, committee, staff, informational and professional meetings.

### **QUALIFICATIONS:**

Incumbents 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.) and are required to have experience, knowledge, and abilities in the following areas:

- Extensive knowledge of Banner Financial Aid
- Must demonstrate the ability to collaborate with others and exercise sensitivity regarding matters of confidentiality.
- Familiarity with state and federal funding sources, and their policies and regulations;
- Strong personal financial management skills;
- Strong information technology literacy skills;
- Application of financial assistance programs to attracting and retaining students meeting College enrollment objectives;
- Leading and training of staff;
- Supervisory experience;
- Interacting favorably with funding organizations, faculty, students, staff and public;
- Must be organized, detail oriented, and be able to multi-task and work independently in a fast paced, higher education environment.
- Must be committed to student service, the mission of a community college, and have previous experience working in a community college environment.
- Exceptional problem solving, planning, and organizational 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 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.