

Position Description

Position Title: Financial Aid Advisor

Organizational Unit:
Student Services

Reports To:
Director of Financial Aid

Revision Date:
06/23/2015

I. Narrative General Description

The Financial Aid Advisor will be responsible for advising students, parents and the public. Under general direction maintain the financial aid database and hard copy records of financial aid while assisting with the operation of the Financial Aid Office. Receive limited supervision within a broad framework of policies and procedures. Perform a wide variety of tasks associated with the selection and delivery of student financial assistance.

II. Functional Responsibilities

- A. Maintain confidentiality in accordance with FERPA, the college, student records and any other protected documentation.
- B. Counsel students and parents concerning financial aid and discuss the details of the financial aid application and awarding processes.
- C. Assist students/parents as needed with the FAFSA completion, follow up paperwork, loan requests, work study forms and any other forms needed to complete the financial aid process.
- D. Maintain computer data for financial aid records keeping software clean of duplicate students and ensuring students are in the appropriate tracking status.
- E. Coordinate receiving and processing of electronic files essential to the operation of the Financial Aid Office. Optimize turn-around time for applications, data entry, operation and quality control of applications using Dept of Ed Software, powerfaids, jenzabar and other types of related software systems. Re-transmit files as needed and prepare status letter to students.
- F. Assist with all areas of Financial Aid including but not limited to scholarships, grants, loans, workstudy and VA,

- G. Continually increase knowledge of federal aid regulations through on the job training, conference attendance, online training opportunities and any training made available to the Financial Aid Office.
- H. Updating and tracking of the Federal work-study and Institutional work-study programs. Tracking student's awards in powerfaids and on spreadsheet. Monitoring awards to prevent over awards. Reconciling with the business office, updating awards at the end of every semester and disbursing funds from powerfaids at the end of the semester. Performing all year end closeout functions for the workstudy program.
- I. Tracking all Consortium Agreements and outside awards.
- J. Process student financial aid documentation, enter and review for accuracy and completeness.
- K. Perform the verification of files on students selected for verification by CPS and CCC.
- L. Assist with the enforcement of the SAP policies.
- M. Maintain a working knowledge of the Federal Veterans Administration regulations regarding educational benefits for veterans and current military personnel.
- N. Assist with implementing, updating and certifying VA students using VA ONCE.
- O. Maintain a current knowledge of the Coffeyville Community College scholarship program in order to counsel students.
- P. Assist in preparation of pell and loan disbursements.
- Q. Perform duties including establishing files, filing, mail procedures, etc
- R. Perform any other job related duties assigned.

III. Required knowledge, skills, personal qualifications and experience.

- A. Ability to learn, interpret, evaluate and analyze a variety of complex Federal, State and Institutional directions and policies to make decisions on matters without immediate supervision.
- B. Demonstrate self-motivation and willing to research and continually update knowledge and skills as well as provide input and accept additional and changing working responsibilities.
- C. Ability to use variety of word processing, spreadsheet and database programs needed to be successful in position.
- D. Ability to communicate effectively in oral and written form

- E. Skilled in problem solving, conflict resolution, time management and organization that promotes working with multiple tasks and projects.
- F. Ability to work with individuals of various backgrounds
- G. Ability to resolve conflicts related to financial support documents.
- H. Ability to maintain a positive attitude in a fast paced, high volume customer services, multi faceted work environment.
- I. Accuracy, attention to detail, balanced with the need to complete tasks in a timely manner.
- J. Available to work some evening and weekend hours as needed.

IV. Required Experience

- A. At least two years experience with computers.
- B. At least two years with similar office experience.

V. Required Educational Background

An Associate Degree is required but a Bachelors degree is preferred.