

Seward County Community College
Structured Compensation - Job Description
Financial Aid Officer

Data Year: 2017

Prepared On: 11/10/2017

Department:	Financial Aid	Grade:	10
Reports To:	Dir of Financial Aid	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	3
Approved By:	Donna Fisher	Effective Date:	07/01/2017
		Revised Date:	07/03/2017

Role:

Position provides assistance to students by guiding them through the financial aid processes, from inquiry to the discernment of funds. Coordinates the overall scholarship program. Provides assistance to the Financial Aid Director in all aspects of the Financial Aid functions.

Essential Functions & Responsibilities:

- E 40% Coordinates the overall scholarship and tuition grant program.
- E 35% Assists students, parents and college staff with financial aid inquiries, loan information and application procedures either in person, in writing, telephone or e-mail.
- E 10% Assists the FA Director with other job related duties or special projects.
- E 5% Manages the Financial Aid section of the college web page.
- E 5% Participates in professional development training/workshops.
- E 5% Verifies financial aid reports with external constituents, such as KBOR.

Performance Measurements:

1. Follows the scholarship timeline by entering the scholarship award into the system within a two week period.
2. Provides correspondence with parents, student, and staff by returning messages within a three day period.
3. Provide excellent customer service to constituents; based on customer satisfaction.
4. Maintains the FA portion of the website by updating on a regular basis.
5. Participates in FA professional development opportunities.
6. Meets the FA Directors expectations.
7. Reports will be submitted to KBOR by deadline established.

Knowledge and Skills:

- | | |
|----------------------|--|
| Experience | Two years to five years of similar or related experience. |
| Education | A Bachelor's degree. |
| Interpersonal Skills | Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation. |

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Other Skills	Knowledge of: Microsoft Office applications. Principles and processes of customer service. General office procedures. Basic math. Confidentiality. Skills: Critical thinking and decision making. Excellent written and oral communication skills. Quickly and efficiency learn new programs (e.i. Banner). Good interpersonal skills. Excellent customer service skills. Proficient in Microsoft Office applications. Abilities to: Work with frequent interruptions Perform under high levels of stress during peak times Stay calm. Prioritize work and to stay organized. Maintain confidentiality. Maintain a current knowledge of Federal, State, and institutional packaging policies and procedures that pertain to Financial Assistance.
Physical Requirements	Physical requirements are based on an 8 hour work day and may vary slightly. Sitting for a period of 4 hours at one time with a total of 6 hours Standing for a period of 1 hour at one time with a total of 1 hour Walking for a period of 1 hour at one time with a total of 1 hour Lifting up to 10 lbs. occasionally Carrying up to 10 lbs. occasionally Repetitive Action: use of right and left hand for simple grasping and fine manipulation Bending, squatting, and reaching above shoulder level occasionally Keyboarding 7 hours daily

Work Environment

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

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This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature