

Seward County Community College
Structured Compensation - Job Description
Financial Aid Loan Specialist

Data Year: 2017

Prepared On: 11/10/2017

Department:	Financial Aid	Grade:	10
Reports To:	Financial Aid Director	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	3
Approved By:	D. Fisher	Effective Date:	08/25/2016
		Revised Date:	08/25/2016

Role:

Provides assistance to students by guiding them through the financial aid processes, from inquiry to the disbursement of funds. Coordinates the overall direct loan program. Provides assistance to the FA Director in all aspects of the FA functions.

Essential Functions & Responsibilities:

- E 35% Coordinates the overall student loan program from application to repayment.
- E 35% Assist students, parents, and college staff with financial aid inquiries, loan information, and application procedures either in person, in writing, by telephone or email.
- E 7% Verifies loan program reports with external constituents, such as Department Of Education (DOE).
- E 5% Provides entrance and exit loan counseling for students receiving direct student loans. Serves a college Default Manager; liaison between college and Inceptia, a default management company
- E 5% Coordinate the federal work study program by verifying job descriptions and corresponding with supervisors and students in the program.
- N 5% Participates in professional development training/workshops.
- N 5% Assists the FA Director with other job related duties or special projects.
- N 3% Provides educational programming pertaining to financial aid with all of the Freshman Year Seminar classes.

Performance Measurements:

1. To follow the Direct Loan timeline by entering the loan award into Banner on a daily basis.
2. To provide correspondence with parents, students, and staff by returning messages within a three day period.
3. To provide excellent customer service to constituents; based on customer satisfaction.
4. To maintain an acceptable cohort default rate.
5. To provide a report and submit to Inceptia by deadline.
6. To transmit and receive loan files through Common Origination and Disbursement (COD) and Department Of Education (DOE) on a daily basis.
7. To participate in FA professional development opportunities.

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8. To meet the FA Director expectations.
9. To correspond with students and supervisors by following the timelines established for work study.
10. To continue to cover current FA information with the FYS classes.
11. To submit reports to DOE by established deadlines.

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.
Other Skills	Knowledge of: Microsoft Office applications. Principles and processes of customer services. General office procedures. Basic math. Confidentiality principles. Skills: Critical thinking and decision making. Excellent written and oral communication skills. Quickly and efficiency on learning new programs. Good interpersonal skills. Excellent customer skills. Proficient in Microsoft Office application. Ability 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

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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 4-7 hours daily
Drive a vehicle and be exposed to dust fumes and gases occasionally

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.

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

Printed Employee Name

Date

Employee Signature