



MASTER SPECIFICATION

JOB INFORMATION

Date:	8/22/2017 3:07:03 PM
Official Title:	Financial Aid Assistant III Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 2
Scheduled Hours	
Job Code:	453811
Job Family:	Financial Aid

JOB SUMMARY

The Financial Aid Assistant III performs clerical and customer service support functions in a financial aid department by processing student loan information, verifying data, and providing general information about the financial aid process to students and parents.

NATURE OF WORK

The Financial Aid Assistant III is responsible for providing general clerical and customer service support for a financial aid unit/department of an institution, which includes handling upset, confused or emotional customers, determining when a referral to a private consultation with a specialist or manager is appropriate. Additional responsibilities include serving as a lead to lower-level Financial Aid Assistants, which includes training lower-level support staff on correct processes and procedures and assigning work activities. Job responsibilities require strong attention to detail and frequent customer service contact with parents and students. Work is performed under immediate supervision, working within guideline or traditional practices. Problems faced in this position are varied and occasionally ill-defined, requiring research or investigation of general precedents. Decisions are limited to the application of standardized or accepted practices and errors could result in some costs and inconveniences within the affected area.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Provides a variety of clerical assistance to Financial Aid Counselors in handling the financial aid process for students; consults with Financial Aid Counselors regarding unusual cases or system problems to ensure successful resolution of the automated processes.

Maintains financial aid data integrity through the through input and correction of data.

Serves as a lead or senior resource to lower-level Financial Aid Assistants assigned to the department/unit.

Fields calls from parents, students, other individuals with questions relating to the awarding process.

Reviews confidential information from applicant files to adjust awards to evaluate initial loan eligibility.

Makes adjustments to students' student loans based on students' eligibility by verifying, recalculating, and then re-sending student loan data.

Administers the financial aid database system including data entry of transactions through electronic transfer and manual input.

Maintains confidentiality and abide by the limitations of the privacy act as well as institutional, State and Federal policy and regulations

Performs other job related duties as assigned.

Additional Responsibilities

May assists in the training and supervising of student assistants.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Education Level	Field of Study	Req	Pref	And/Or
Associate's degree, or vocational or technical school degree	Related field	X		

Additional Experience

Check here if experience may substitute for some of the above education and describe how.

X	
---	--

Work Experience

Experience	Experience Details	Req	Pref	
1 year +	Experience in financial operations or in an institution's financial aid office	X		

