FINANCIAL AID TECHNICIAN

DEFINITION

Oversees and participates in one or more of the functional phases of awarding scholarships, loans, and grants at a college or has full responsibility for one major financial aid program at a college or the Central Financial Aid Unit of the District Office.

TYPICAL DUTIES

Responsible for one or more functions of financial aid programs such as: Federal Work Study Program, Federal Pell Grant Awards, Federal Supplemental Educational Opportunity Grant, data processing input and electronic transmissions, emergency loans, loan billings and collections, scholarships, Cal Grants and Federal Loan Programs.

Interviews students to evaluate their needs and to determine their eligibility for one or more of the financial aid programs.

Authorizes awards for financial aid through a combination of loans, grants, and work study based on individual needs and applicable laws and regulations.

Provides advice and offers solutions to students who have special financial problems, who question eligibility requirements, or who have been denied aid.

Compiles facts and figures necessary for the preparation of periodic and special reports.

Audits individual student financial aid files to assure completeness and accuracy of all documents and corrects or orders the correction of any discrepancies.

Prepares public information material related to financial aid for use in college papers and bulletins.

Verifies the accuracy of information received through follow-up investigation or other means.

Operates a computer terminal to input and retrieve information from a variety of specialized financial aid and student records systems.

Effectively utilizes standard office software applications to compile data and prepare information and correspondence.

Att ends and participates in seminars, conferences, workshops, and other training sessions to learn about state and federal laws and regulations pertaining to financial aid.

May provide work direction and training to financial aid clerical support staff.

May assist in the development and recommend new procedures and changes in existing clerical procedures.

May perform a variety of tasks during peak work load periods or in the absence of assigned staff.

Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Financial Aid Technician** oversees and participates in one or more of the functional phases of awarding scholarships, loans, and grants at a college or has full responsibility for one major financial aid program at a college or the Central Financial Aid Unit of the District Office; performs tasks on several software programs including downloading of information.

DISTINGUISHING CHARACTERISTICS (Cont.)

A **Financial Aid Supervisor** supervises activities related to the day-to-day operations of a college's Financial Aid Office, including the areas of analysis of student financial needs, determination of student financial aid eligibility, review of financial aid applications, and awarding of financial aid, as well as maintenance of related records and files. A thorough knowledge of financial aid program policies, goals, and procedures is continuously applied in performing the duties of the class.

A **Financial Aid Assistant** performs specialized clerical duties related to providing financial assistance to students in the college's Financial Aid Office or the Central Financial Aid Unit of the District Office; operates a computer terminal to input and update financial aid related data.

SUPERVISION

Immediate supervision is received from a Financial Aid Manager or Financial Aid Supervisor. May provide work direction to lower-level clerical staff and student employees.

CLASS QUALIFICATIONS

Knowledge of:

Federal and state regulations, requirements and procedural guidelines pertaining to governmentally-funded programs of student financial assistance
Techniques of counseling and interviewing
Customer service techniques for public contact in person, on the telephone, and in written communication
Correct use of business English, punctuation, spelling, and grammar
Letter, memorandum, and report formats
Clerical practices and procedures
Recordkeeping procedures
Capabilities of computer systems, software, and hardware common to a Financial Aid Office

Skill in:

Use of computer and standard office equipment

Ability to:

Understand, interpret, and apply laws, regulations, and procedures concerning financial aid programs
Advise students on personal management of financial aid funds
Evaluate financial needs of students by applying prescribed criteria
Communicate effectively with individuals from various ethnic and socio-economic backgrounds
Work effectively and cooperatively with students, staff, faculty, and the public

Ability to: (Cont.)

> Critically review financial aid data and resolve discrepancies
> Train support staff to use various types of computers and software programs
> Gather and compile statistical and financial data
> Give clear and concise instructions
> Work under the pressure of recurrent deadlines with frequent interruptions
> Perform mathematical computations accurately
> Keep information confidential
> Deal calmly with students who are disturbed because of misunderstandings or delays
> Provide technical assistance to others
> Prepare reports and correspondence
> Work in a high volume environment
> Communicate effectively orally and in writing
> Maintain accurate records and files
> Effectively utilize computer hardware and software in the performance of duties
> Learn specialized software applications

ENTRANCE QUALIFICATIONS

Education and Experience:

A. Graduation from high school or its equivalent **AND** two years of full-time, paid clerical experience in a college or university financial aid office. College-level course work in accounting, business administration, economics, finance, sociology, psychology, information technology, or a related field is desirable.

OR

B. An associate's degree or its equivalent from a recognized college or university AND one year of full-time, paid clerical experience in a college or university financial aid office. College-level course work in accounting, business administration, economics, finance, information technology, sociology, psychology, or a related field is desirable.

Reasonable Accommodation

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class.

In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.