FINANCIAL AID ASSISTANT

DEFINITION

Performs specialized clerical duties related to the processing of applications and forms for the various grant, loan, and scholarship programs available to students in a college’s Financial Aid Office or the Central Financial Aid Unit of the District Office.

TYPICAL DUTIES

Performs a variety of specialized clerical duties related to the processing of applications and forms for various financial assistance programs, which includes coding and checking documents, correcting errors, reconciling records, and reviewing documents for completeness, accuracy, and compliance with applicable legal requirements.

Verifies initial and continuing eligibility of students who have applied for or been granted financial aid and informs affected students of their status.

Interacts with and answers inquiries from students and others regarding a particular individual's status or various aspects of financial aid programs such as basic program information and proper completion of financial aid applications.

Seeks necessary information from financial aid reference material to complete financial aid applications and other related documents.

Reviews computer printouts for accuracy and completeness and prepares appropriate input documents.

Maintains financial aid office files and other records.

Operates a computer terminal to scan, 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.

Prepares correspondence to students regarding financial aid matters.

Attends and participates in seminars on financial aid topics.

May provide work direction to student employees.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Financial Aid Assistant performs specialized clerical duties related to providing financial assistance to students in a 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.

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.
SUPERVISION

Immediate supervision is received from a Financial Aid Manager or Financial Aid Supervisor. Work direction is received from a Financial Aid Technician. May provide work direction to student employees.

CLASS QUALIFICATIONS

Knowledge of:

Customer service techniques for public contact in person, on the telephone, and in written communication
Clerical practices and procedures
Correct use of business English, spelling, punctuation, and grammar
Letter, memorandum, and report formats
Recordkeeping procedures
Capabilities of computer systems, applications, and hardware used in the operations of a Financial Aid Office

Skill in:

Use of computer and standard office equipment

Ability to:

Record data neatly and accurately in standard and electronic files
Assist students with filling out appropriate forms
Critically review source data, detect, and correct errors
Maintain accurate files and records
Give clear and concise instructions
Use proper spelling, punctuation, and grammar
Perform mathematical computations accurately
Keep information confidential
Work under pressures of deadlines and frequent interruptions
Communicate effectively with individuals from various ethnic and socio-economic backgrounds and different levels of academic achievement
Work effectively and tactfully with students, staff, faculty, and the public
Prepare routine correspondence and reports
Effectively utilize computer hardware and software in the performance of duties
Learn federal and state regulations, requirements and procedural guidelines pertaining to governmentally funded programs of student financial assistance
Learn, comprehend, interpret, and apply regulations and procedures related to the functions of a financial aid office
Learn general and specialized software applications
ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or its equivalent.

Experience:

None is required. One year of full-time paid general clerical experience which included public contact and the use of computer equipment 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.