State College of Florida, Manatee-Sarasota
Job Description

Job Title: Financial Aid Assistant
Reports to: Senior Coordinator, Loans and Customer Service
FLSA Status: Non-Exempt
Level: 114
Position Class: C9970

Job Summary:
Serves as primary resource for financial aid information to potential students, current students, faculty and staff. Service is provided in person, phone, and through various electronic venues. The position also oversees and coordinates activities necessary to complete data management and entry into the student financial aid system to include the coordination of mailings, reconciliations and report reviews. This position handles sensitive and confidential information and is the first contact for students and/or parents, as well as, other internal and external customers.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Responds to student inquiries through face-to-face meetings, telephone, e-mail, and letters.
   Serves as primary “first contact” with Financial Aid Services office.

2. Provides information regarding a student’s financial aid status, awards, documents missing, and information about the effects of change in enrollment status.

3. Accesses and enters data, ensuring accuracy and completeness; coordinates, prepares and distributes internal reports, coordinates and responds to ad hoc data requests.

4. Assists with the development and maintenance of processes used to ensure data integrity; documents data sources, elements, and coding.

5. Performs follow-up with customers regarding the amount of award, refunds, and charges.

6. Accurately performs data input utilizing computer based student financial aid software.

7. Shares responsibility for office Web page development and maintenance, as well as tracking
of all student inquiries.

8. Assists with the responsibility of providing on and off-campus and evening recruitment and outreach efforts pertaining to financial aid services.

9. Performs other duties as assigned.

**Job Qualifications:**
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/Experience:**
  Associate’s degree or equivalent from two-year college or technical school and two or more years’ related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  No supervisory experience is required.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from clients, customers, and the general public.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have intermediate knowledge of word processing, spreadsheet, internet, and e-mail software. Proficiency with College’s current database software essential within one month of hire.

- **Certificates and Licenses:**
  None required.
Responsibility for People and Property:
Property awards of financial aid and scholarships.

Responsibility for Communication:
Internal Contacts:
This position has regular contact with students and routine contact with all levels of SCF staff and administration.

External Contacts:
Routine contact with prospective students, federal, state, private student loan agencies, third party contract providers, private foundations, scholarship donors, and the general public.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk, climb or balance, and stoop, kneel, crouch, or crawl and move up to 10 pounds. Specific vision abilities required include close vision, distance vision, identification and discernment of colors, peripheral vision, depth perception and the ability to focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to
wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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