State College of Florida, Manatee-Sarasota
Job Description

Job Title: Specialist, Loan Officer, Financial Aid Services
Reports to: Assistant Director, Financial Aid Services
FLSA Status: Salaried Exempt
Level: E18
Position Class: 

Job Summary:
The Loan Officer, Financial Aid Services is responsible for the oversight of the Federal loan programs. Responsibilities include; managing and processing a portion of the total number of need-based financial aid applications received by the Office of Financial Aid Services.

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. Oversees need-based and non need-based Federal Direct loans.

2. Develops and monitors procedures to ensure that loan funds are awarded to appropriate students and to facilitate the reconciliation of disbursements.

3. Ensures that data is sent and returned to the Federal Direct Loan Program and resolves edits expeditiously.

4. Troubleshoots loan errors and edits and resolves these issues.

5. Enhances and develops loan processes within the office to ensure effective and timely processing.

6. Oversees the processing of private loan applications in a web-based process that is unique to each lender.

7. Works in partnership with the loan Cohort Default Rate (CDR) Team to administer student loan default management initiatives.

8. Compiles, analyzes, and maintains data from delinquency reports and coordinates communication to students.
9. Develops, plans, and coordinates financial literacy events.

10. 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:**
  Bachelor’s degree from a regionally accredited college or university and three years of relevant comprehensive experience with financial aid programs; or equivalent combination of education and experience is required. Experience administering the William D. Ford Federal Direct Loan program is preferred.

- **Supervisory Experience:**
  No supervisory experience required. Leadership experience preferred.

- **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 groups of managers, clients, customers, and the general public. Excellent English listening and speaking skills required. Spanish language proficiency is an asset.

- **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. Ability to apply concepts of basic algebra and geometry.

- **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 advanced knowledge of word processing software, spreadsheets, Internet, e-mail system, and PowerPoint software. Must become efficient with current college database software and other college required software within one month of hire. Banner experience is preferred.

- **Certificates and Licenses:**
  None required

**Responsibility for People and Property:**
Provides training to financial aid staff as directed.
Responsibility for Communication:

- **Internal Contacts:**
  Routine contact with all levels of SCF staff and administration. Routine contact with SCF students.

- **External Contacts:**
  Routine contact with federal and state funders. Occasional contact with state and internal auditors and scholarship donors.

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.

While performing the duties of this job, the employee is occasional exposed to outdoor weather conditions.

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 use manual dexterity. The employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust 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. **Service Excellence:** ALL State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:

   RESPECTFUL
   Act in a courteous manner
   Actively listen to gain full understanding
   Demonstrate awareness of “everything speaks”
   Show empathy and caring
RESPONSIVE
Approach people in an inviting and pleasing manner
Take ownership of actions and decisions
Plan, anticipate, and be forward thinking
Answer and return phone calls and emails
Use proper communication etiquette
Banish the phrase “not my job”
Provide assistance to all inquiries and follow through

ACCURATE
Do it right the first time
Be knowledgeable of product and how it interfaces with others
Ask probing questions
Use resources effectively and efficiently

COLLABORATIVE
Participate in teams
Develop team skill sets
Learn available resources to be responsive to your constituents
Develop internal and/or external connections

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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