



Louisiana's
Community & Technical Colleges
Changing Lives, Creating Futures

Financial Aid Support Specialist

The Louisiana Community and Technical College System (LCTCS) invites applicants for the position of Financial Aid Support Specialist.

Position Summary:

The Financial Aid Support Specialist, working with and across multiple LCTCS colleges, will be the main processing point for all incoming and outgoing student financial aid information as described in the essential responsibilities. The Financial Aid Support Specialist will be responsible for ensuring compliance with all federal, state and guarantor agency rules and regulations pertinent to the administration of financial aid.

Duties include, but are not limited to:

- Responsible for following the policies and procedures as defined in the Financial Aid policy and procedures manual.
- Track documents needed for packaging and reviewing applications for financial aid.
- Review, prepare and send out all communications related to document submission, verification and financial aid awards.
- Perform state grant and scholarship reporting and reconciliation procedures
- Responsible for transmitting application and correction data to and from the federal processor and electronic loan application and funds data to and from lenders or guarantee agencies.
- Originate, disburse and send in submissions for loans and Pell grant
- Performs packaging of financial aid awards according to federal, state, and institutional requirements due to changes in enrollment status, requests for changes in award, and other special revision projects.
- Monitors individual student awards, resolves data conflicts, and/or over-awards.
- Performs data entry to update Banner system to reflect tracking status of forms, update loan or work-study authorization, job information, and funds acceptance of award letters.
- Creates and maintains complex and technical databases and paper records which includes electronic transmission of information to outside agencies, data

- entry, interpretation of data and word processing.
- Assist in preparation of audit materials and follow up and assist colleges with compliance issues

Minimum Qualification Requirements:

Bachelor's degree and two years of related professional experience. An equivalent combination of education and experience may be substituted for the Bachelor's degree (e.g., AA+ 3 year's related professional experience). A minimum of an Associate's degree is required.

Required Knowledge, Skills and Abilities:

- Ability to interpret federal financial aid programs and requirements
- Ability to comprehend, implement and follow policies and procedures
- Knowledge of state and federal regulations regarding the administration of Title IV aid.
- Experience working with Banner, NSLDS, COD and IFAP, or similar databases
- Strong interpersonal skills
- Excellent written and oral communication, and facilitation skills
- Ability to work independently
- Attention to detail
- Ability to multi-task and coordinate activities to ensure timely delivery of work product
- Proficient in the use of office software including Microsoft Word, Excel, PowerPoint, and Outlook
- Ability to lead, supervise and train team members
- Ability to maintain the highest standard of integrity and observe confidentiality
- Ability to establish and maintain good working relationships with coworkers, system office staff, vendors and others in order to meet work goals
- Must be able to work in a fast-paced environment with demonstrated ability to manage competing demands and able to deal with frequent change, delays, and unexpected events

Additional Requirements:

A valid Louisiana Driver's License
Proof of motor vehicle insurance

In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Compensation:

Compensation will be commensurate with education and work experience.

Application Instructions:

Applicants for this position should submit 1) a cover letter, 2) resume and 3) the names and contact information of three work-related references to:

Human Resources Specialist
Louisiana Community and Technical College System
265 S. Foster Drive
Baton Rouge, LA 70806

or via email to employment@lctcs.edu.

Applications will be accepted until position is filled.

For more information about the Louisiana Community and Technical College System, visit www.lctcs.edu. LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.