POSITION DESCRIPTION

Position Title: Financial Aid Specialist / Full-time

Organizational Unit:	**Reports to:**	**Revision Date:**
Student Services	Director of Financial Aid	November 2026

I. Narrative General Description

Under the general direction of the Director of Financial Aid, the Financial Aid Specialist helps students and families complete the FAFSA and understand their eligibility, awards, and disbursements. The position requires strong attention to detail when reviewing student files, identifying missing or conflicting information, and processing aid accurately and on time. The specialist maintains confidential records, follows applicable federal and state requirements and college policies, and supports the day-to-day operations of the Financial Aid Office.

II. Functional Responsibilities

A. Protect the confidentiality of student records, college records, and other sensitive documents in accordance with the Family Educational Rights and Privacy Act (FERPA) and applicable college policies.
B. Advise students and families on financial aid options, application requirements, eligibility, and awards.
C. Maintain a working knowledge of Student Services to answer students' general questions and direct them to the appropriate office as needed.
D. Assist scholarship sponsors in events to ensure financial aid completion.
E. Assist Admissions in resolving unlinked ISIRs due to missing admissions requirements.
F. Complete federal student aid verification for students selected for review. Compare FAFSA information with supporting documentation, follow up on missing or conflicting information, and submit corrections as needed.
G. Exercise professional judgment when evaluating requests for financial aid adjustments based on current-year income and requests for dependency overrides.
H. Assist with the enforcement of Satisfactory Academic Progress (SAP).
I. Lead the SAP Appeal Committee and maintain appeals records.
J. Monitor verification of initial attendance and official and unofficial withdrawals related to Title IV eligibility.
K. Coordinate the awarding and disbursing process for Pell Grants and Student Loans.
L. Prepare Federal Aid Disbursements
    a. Verify student eligibility
    b. Process originations through the Department of Ed
    c. Process disbursements through the Department of Ed
    d. Disburse to the business office
    e. Reconcile with the Department of Ed
M. Assist with scholarship awarding and disbursement.
N. Manage the Federal Work-Study Program.

EQUAL OPPORTUNITY EMPLOYMENT AND NONDISCRIMINATION The College shall be an equal opportunity employer and shall not discriminate in its employment practices and policies with respect to compensation, terms, conditions, or privileges of employment because of such individual's race, color, religion, sex, age, disability, or national origin. Applicants requiring reasonable accommodation to the application and/or interview process should notify the Human Resources Department.

O. Assist the Director in implementing new procedures and revising current procedures affected by Department of Education changes and updates that govern all Title IV funds.
P. Assist in maintaining Colleague system setup and configuration.
Q. Assist the Director with annual reports, yearly audits, and other duties.
R. Continually increase knowledge of federal aid regulations through on-the-job training, conference attendance, online training opportunities, and any training made available to the Financial Aid Office.
S. Meet attendance expectations as required for the position, which may include willingness to work unusual hours, including evenings and weekends, as needed.
T. Perform any other job-related duties assigned.

III. Supervises the Following Staff

A. Work-study students as assigned

IV. Required Knowledge, Skills, and Personal Qualifications

A. Strong analytical and critical thinking skills.
B. Skill in interpreting and applying complex federal and state requirements and college policies.
C. Accurate data entry and verification skills, and the ability to learn and use Colleague and other financial aid systems.
D. Clear and effective oral and written communication skills.
E. Effective time management and attention to detail when working under tight deadlines.
F. Discretion in handling confidential financial aid information.
G. Skill in working effectively with people from a variety of backgrounds.
H. Sound judgment in making fair and timely decisions.
I. A positive, professional approach to customer service in a fast-paced, high-volume office.
J. Strong organizational skills and flexibility in responding to changing information and priorities.

Required Experience

A. At least two years of experience using office software for word processing, spreadsheets, emails, and electronic file management.
B. At least two years of similar office experience.

Required Educational Background

An Associate's degree is required, but a bachelor's degree is preferred.

EQUAL OPPORTUNITY EMPLOYMENT AND NONDISCRIMINATION The College shall be an equal opportunity employer and shall not discriminate in its employment practices and policies with respect to compensation, terms, conditions, or privileges of employment because of such individual's race, color, religion, sex, age, disability, or national origin. Applicants requiring reasonable accommodation to the application and/or interview process should notify the Human Resources Department.