

## FINANCIAL AID/VETERANS ASSISTANT II

### GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator, performs a variety of duties and responsibilities related to receiving, analyzing, and validating financial aid and Veterans Applications; performs needs analysis, determines eligibility and packages awards in accordance with District policies and Federal, State and local requirements.

**DISTINGUISHING CHARACTERISTICS:** This is the second level class in the Financial Aid / Veterans Assistant series. Positions in this class perform the full range of duties under general supervision and may be assigned specialized or more complex assignments requiring advanced skill. All positions assigned to this class work independently, exercising judgment and initiative within general guidelines in performing the full range of duties assigned to this

**REPRESENTATIVE DUTIES:** The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.

**BASIC FUNCTION:** The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Assists students through financial barriers to apply for and obtain financial aid and veteran's benefits; assists students with application process; receives uploads and verifies application and form completeness and accuracy. \*
2. Increases awareness and participation in student financial aid programs through direct contact with students, potential students, and their families; provides information to the public at front counter, by phone, email, online virtual accessed lab and web chat, workshops, presentations, and outreach events. \*
3. Provides front desk and administrative support greeting, setting appointments, and directing visitors, students, and the general public; receives and distributes incoming and outgoing mail, answers, screens, and forwards incoming phone calls to the appropriate staff member; and determines priorities of incoming requests. \*
4. Assists students with financial aid loan procedures, questions, concerns, and issues; receives incoming Federal Direct student loan requests. \*
5. Assists students with financial aid, professional judgement appeals and petitions process; assists with completion of forms and submission to appropriate department. \*
6. Explains federal, state, local and institutional financial assistance programs to students.\*
7. Participates in outreach activities to connect with current and potential students providing students with resources regarding financial aid opportunities and potential eligibility. \*
8. Receives and completes financial aid verifications for outside agencies. \*
9. Operates a variety of office equipment including copier, fax, calculator, computers and associated software programs, scanner/document imaging equipment and laser printers, etc. \*
10. Prepares and maintains a variety of records, files, and reports related to financial aid and veteran's activities. \*

11. Keeps informed of present and pending laws, rules, regulations, and interpretations pertaining to financial aid and veteran's programs in order to apply them to student situations. \*
12. Utilizes a variety of forms, reports, correspondence, and statements; collects and interprets data reflective of student access and success in applying for, obtaining, and maintaining financial aid and veteran's services. \*
13. Works closely with students to connect them to the many student services and resources available. \*
14. Partners with various District departments within Student Services to ensure a seamless and supportive student experience. \*
15. Attends meetings, takes minutes and prepares information packages. \*
16. Records student aid adjustments and/or cancellations in various financial aid and veteran's programs and submits for processing. \*
17. Performs a variety of clerical and office duties and responsibilities related to the Financial Aid and veteran's programs. \*
18. Performs awarding process and monitors student academic progress. \*
19. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
20. Serves on a variety of District committees as requested.
21. May provide work direction to students, and/or short-term employees.
22. Performs other duties that support the overall objective of the position.

**MINIMUM QUALIFICATIONS****EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- Two (2) years of experience closely related to the duties and responsibilities of this class.
- Or, any combination of education and experience which would provide the required qualifications for the position.

**CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:**

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

**DESIRED QUALIFICATIONS:**

- Three (3) years of experience working within student services at an educational institution.
- Associate degree in Business, Office Information Systems, Social Science or a related field.

**KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)****Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Mobile devices and applications utilized by the District and/or college.

- Methods and practices of financial record keeping, filing systems, receptionist and telephone technique, and letter and report writing.
- The regulations, policies, and procedures of federal and state financial aid and veteran's programs.
- Modern office practices and procedures including technical report writing techniques.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

**Ability to:**

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Read, understand, interpret, and apply District and department rules, regulations, policies, and procedures.
- Perform a variety of clerical work.
- Perform mathematical calculations with speed and accuracy.
- Utilize various computers and associated software programs.
- Operate various office equipment including but not limited to calculators, fax machines, copiers, and printers.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Work independently while applying good judgment.
- Accurately research various information and prepare related reports and correspondence.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.
- Cope with stressful situations.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Correctly follow a given rule or set of rules to arrange things or actions in a certain order.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.

- Work with diverse populations.
- Establish and maintain cooperative relationships with those contacted in the course of work.

**RELATIONSHIPS WITH OTHERS:**

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

**SUPERVISION EXERCISED and/or RECEIVED:**

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

**PHYSICAL AND MENTAL DEMANDS:**

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

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

**WORK ENVIRONMENT AND CONDITIONS:**

- **Work Environment**

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

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

**Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY**

**EMPLOYER:** To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

**BGCCD is** committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.