

FINANCIAL AID/VETERANS ASSISTANT, SENIOR

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator, performs needs analysis, determines eligibility, package awards and a variety of other related duties related to the processing and awarding of financial aid and Veterans Programs in accordance with District policies and federal, state, and local requirements.

DISTINGUISHING CHARACTERISTICS: The Financial Aid/Veterans Assistant Senior is the senior, technical specialist level in the Financial Aid / Veterans Assistant series. Work is performed within broad guidelines, which requires high levels of independent judgment and may involve the responsibility of lead direction of projects and staff performing related duties. Duties may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned.

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 and their parents in applying for financial aid, veteran's benefits, and fee waivers; resolves technical processing problems. *
2. Performs a variety of duties related to inputting and downloading District computer-based information and Institutional Student Information Record (ISIR) requests; updates, enters, and submits corrections into the Department of Education and Web Grants software database; coordinates annual set up of the District's financial aid computer system; acts as liaison with the Department of Education and the California Student Aid Commission. *
3. Coordinates Federal, State, Local and Institutional aid programs; determines and certifies continued eligibility, resolves errors; monitors funds and posts payments; reports results and processes aid disbursements electronically or process live checks based on the award type; balances monthly and year end records for submission to internal and external agencies; acts as liaison with other institutions and external agencies. *
4. Determines and certifies eligibility for borrowers in the Federal Direct, Federal Parent Loan for Undergraduate Student (PLUS), and private loan programs, requests electronic guarantees. *
5. Evaluates prior military credit (DD-214 and Service Schools) per Affiliated Covered Entity (ACE) guidelines; submits course catalog to California State Approving Agency for Veterans Education (CSAAVE) and the Veterans Administration for approval to pay veterans for specific programs offered by the District. *
6. Performs student financial needs analysis and verification process; reviews for accuracy and resolves all conflicting information; reviews budget construction, income changes, and monitors academic progress, attendance, and course completion; makes

- appropriate recommendations to improve the efficiency of the Financial Aid / Veteran's procedures and processes. *
7. Acts as liaison with the Department of Education coordinating and determining the return of Title IV refunds and repayment obligations. Participates in the annual audit of student records regarding the return of Title IV funds and overpayments. *
 8. Coordinates with the Business Services Office the return of a Veteran's Administration (VA) debt by the student or by the institution; ensures payments are received by the VA to avoid possible Treasury Offset Program (TOP) and reducing institutional liability. *
 9. Conducts various meetings to provide financial aid and veterans benefits counseling; presents general financial aid and veteran's program information and individual instructions to local high schools, community groups, and college classes. Participates in Financial Aid outreach programs, events, and workshops. *
 10. Provides work direction to VA Work-Study student employees, including the interviewing and hiring; completes and submits VA Work-Study contracts and timecards to the VA for approval. *
 11. Interprets and processes status changes and amendment notices posting changes to student awards and/or budgets because of unit level changes, cost of attendance expenses, or academic progress. *
 12. Maintains up-to-date knowledge of regulations, present and pending laws, rules, and guidelines; assists with interpreting and implementing policies and procedures specific to financial aid and veteran's programs. *
 13. Exercise independent professional judgement in interpreting and applying federal, state, and District policies and procedures; assists with development of solutions to issues and concerns met by Financial Aid/Veteran Services where existing policy does not exist; makes recommendations to resolve ongoing problems or areas of concern. *
 14. Certifies enrollment of veterans and their dependents with the Veteran's Administration; acts as the liaison with the Veteran's Administration regarding veteran's education benefits and programs; monitors program payments, reviews Educational Plans, coursework, and academic progress; authorizes release of funds for books and supplies from the Veteran's Readiness & Employment (VR&E) program, coordinates billing and reconciliation with the Bookstore and Business Office. *
 15. Submits Cal Grant Grade Point Average (GPA) and enrollment files semi-annually or as requested by the California Student Aid Commission (CSAC). *
 16. Utilizes a variety of correspondence and statistical reports; creates and maintains files and data; answers telephones, emails, and virtual accessed lab and web chat questions and schedules appointments as needed; operates a computer for communications, design and layout of flyers and publications, database development and maintenance, charts, and spreadsheets, etc. *
 17. Initiates, screens, and directs telephone calls; assists and directs visitors; determines priorities and independently responds to and initiates correspondence as appropriate. *
 18. Assists students in all aspects of financial aid and veteran's benefits including issuing and receiving application and loan forms; completing employment and financial verifications and completes previous aid process to prepare student files for awarding. *
 19. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 20. Serves as back up for student appointments.
 21. May serve on a variety of District committees as requested.
 22. May provide work direction to other Financial Aid staff in a lower classification, student workers, and short-term, temporary employees.
 23. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- Associate degree* in Business, Office Information Systems, Social Science, or related field discipline; **AND**
- Three (3) years of experience directly 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.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

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:

- Bachelor's degree in Business, Office Information Systems, Social Science, or related discipline.
- Four (4) years of experience working within student services at an educational institution within the area of financial aid and/or veteran's benefits.

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, regulation laws, and Board policies, and procedures governing the District.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Financial aid and veterans counseling methods and techniques.
- Educational programs, services, and available resources for Veterans and dependents.
- Federal verification requirements and federal needs analysis.
- Modern office practices and procedures including technical report writing techniques.
- Effective communication skills both verbally and in writing.
- Proper spoken and written English usage; elements of proper grammar usage, spelling, and vocabulary.
- Basic mathematical skills.
- Composing, proofreading, and preparing correspondence for a diverse audience.
- Preparing and generating reports in a clear and concise manner.
- Modern office practices, procedures, and equipment including computers, peripheral equipment, and a variety of software applications.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently 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.
- Incorporate changing rules, procedures, and policies related to the area of assignment.
- Counsel students.
- Accurately research and analyze problems and make appropriate recommendations.
- Work independently with an emphasis on detail when faced with interruptions, distractions, and fluctuating workload.
- Apply good judgment and make decisions.
- Independently compose correspondence and reports utilizing advanced software and techniques.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Acquire and maintain technical knowledge of modern office procedures, equipment, and computer programs.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Communicate professionally and exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Perform a variety of administrative tasks related to the area of assignment and scope of responsibility.
- Make mathematical calculations with speed and accuracy.
- 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.
- Independently apply good judgment in making decisions.
- Correctly follow a given rule or set of rules to arrange things or actions in a certain order.
- Foster high morale within the office to assure job satisfaction and cohesiveness of effort in meeting departmental goals.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- 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.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- 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.