FINANCIAL AID SYSTEMS COORDINATOR

DEFINITION
This is an advanced technical position that applies knowledge of federal, state and institutional financial aid regulations and policies to implement, maintain, and improve computer systems and processes within the financial aid operation. Under general direction of the Director of Financial Aid, the Systems Coordinator assists in the planning, organization and supervision of the Financial Aid Office, with primary responsibility of oversight of all software applications and processes used by the financial aid staff.

REPRESENTATIVE DUTIES
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties not listed, but within classification.

1. Analyze computing needs to support financial aid operation with special emphasis on the integration of Sungard Banner Financial Aid System with other Banner modules, and Federal and State systems (i.e. COD, NSLDS, SAIG, CPS, WebGrants, ELM, etc.); learn, use and implement advances in technology required to remain current in the field of financial aid, to maximize office efficiency and productivity, to improve student access and service, and which may significantly impact financial aid processes;

2. Lead in planning, organizing and implementing Financial Aid Office operations; assist with supervision and evaluate performance of office personnel; supervise office operations and staff in the absence of the Director of Financial Aid;

3. Identify system or procedural problems and initiate appropriate response; heavy problem solving and multi-tasking, analyzing situations accurately and adopting an effective course of action; lead for complex problem resolution; know and use resources to troubleshoot and resolve; provide training, correction and guidance for staff development;

4. Keep abreast of present and pending Federal and State regulations governing student financial aid; interpret and apply state and federal requirements to ensure compliance. Assist in developing policies and procedures for processing, awarding and delivery of all SFA program funds to students; plan for and implement advances in technology that will impact and retain students;

5. Manage Electronic Data Exchange (EDE), sending and receiving of all electronic data transmissions (i.e. ISIRs, Pell files, Multiple Reporting Records, statement of accounts, GPA and enrollment files, etc.); analyze, identify and prioritize action needed;

6. Perform fund reconciliation for Pell Grant, SEOG, ACG, Cal Grant and FWS at disbursement, with District Accounting staff;

7. Identify, create and update on-line and ad hoc reports as needed or as requested for Financial Aid, EOPS and CARE offices, with ITS as needed; prepare related state, federal and district reports, resolve discrepancies and maintain records;

8. Manage on-line financial aid disbursement process for various student aid programs;

9. Lead responsibility for testing and coordinates installation and upgrades of campus and financial aid hardware/software with ITS programmer; set up each new aid year, incorporating new federal financial aid requirements and office policies and procedures, etc.; develop and maintain various process instructions;

10. Coordinate and provide training and technical support to financial aid staff, incorporating external and internal resources, including Banner documentation and ITS, as needed;

11. Serve as office liaison with ITS; ensure that high level of security is maintained by office computer users;

12. Exercise sound, consistent and professional judgment in reviewing student aid applications, conducting need analysis, advising students, and in evaluating financial need and eligibility due to special circumstances and student appeals.

MINIMUM QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge and Skills

1. Extensive knowledge of federal and state financial aid regulations, policies and guidelines;

2. Advanced knowledge and familiarity with various Department of Education software, word processing, spreadsheets, databases and financial aid systems (Banner or other Oracle-based system preferred); knowledge of basic principles of data communication and high level of skill in operating computer systems and related equipment;

3. Strong analytical abilities and problem solving skills; ability to complete complex tasks without close supervision; must be able to handle constant interruptions and simultaneously meet project deadlines;

4. Knowledge of fundamental accounting and fiscal reporting procedures;

5. Ability to communicate clearly about complex issues, both orally and in writing;

6. Ability to supervise and guide assigned personnel; knowledge of principles and techniques of supervision;

7. Previous experience, understanding of and sensitivity to the diverse academic socio-economic, cultural, and ethnic backgrounds comprising the local community.

Ability to:

1. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Education and Experience:

1. Two years of college, Bachelors preferred, and three years direct and progressive experience in financial aid and supervision, or a combination thereof; combination of education and skills must indicate possession of the knowledge, skills, and abilities to successfully perform in this position;

2. Demonstrated work experience with diverse socio-economic communities;

3. Bilingual (Spanish) preferred.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

NOTE: This class specification is not necessarily all-inclusive in terms of work detail.