



Job Description

Job Title: Financial Aid Specialist

JTC: CBZ

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Assisting students and families with financial aid options and processing federal, state and institutional financial aid applications in accordance with federal, state and college regulations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to understand and explain to others technical regulations governing student financial assistance programs. Knowledge of student financial aid awarding processes, activities and outreach programs. Excellent interpersonal and customer service skills with the ability to work accurately and must be detail oriented. Demonstrated ability to process and maintain information that can be ambiguous and highly confidential.

Ability to deal effectively and professionally with students, parents and other college personnel, frequently regarding sensitive and confidential financial matters. Ability to defuse difficult, angry, or emotional situations with students and/or parents.

Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to plan, organize, and implement assigned responsibilities. Skill in researching regulatory information and resolving complex financial questions.

Demonstrated proficiency using standard office software applications and student information and database systems. Effective telephone and communication skills including writing, oral and listening skills using tact and diplomacy, working with a diverse audience.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

High school graduate or GED with three (3) years of related work experience. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provide guidance and support to a variety of program areas such as assisting with loan default aversion, financial literacy, training, awards management, and quality assurance to ensure compliance with federal, state and local student assistance programs.

Ensure that the DCCCD follows the laws, regulations and guidelines established both internally and externally.

Review, analyze and process loan applications and award federal, state, and institutional funds. Apply federal and state financial aid rules and regulations when assessing applications and funds. Responsible for staying abreast of the changing laws and regulations to maintain District compliant.

Maintain solid working relationships with students and staff in a multi-cultural environment. Answer inquiries from students and others regarding the status of an individual or various aspects of financial aid programs such as basic program information and proper completion of financial aid applications.

Responsible for advising delinquent borrowers, endorsers and comakers whose accounts are delinquent. Counsel borrowers on all available repayments and deferment options that can resolve delinquency to ensure future timely payments and assist in reducing the cohort default rate. Researches issues and recommends solutions within appropriate channels.

Responds to issues from financial aid information call center agents and financial aid advisors. Must have strong verbal and written communication skills as well as interpersonal skills to support interaction with staff and/or students from diverse backgrounds.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.