



Job Description

Job Title: Sr. College Financial Aid Advisor

JTC: EAU

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

Responsible for assisting students 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

Knowledge of federal and state laws, regulations, and policies pertaining to the provision of student financial aid. Ability to analyze and solve problems. Knowledge of financial aid policies, procedures, and eligibility requirements.

Ability to utilize computer technology to input/access data, maintain records, review and generate reports. Demonstrate an ability to participate in the review and adjudication of appeals for scholarships and academic progress.

Strong verbal and written communication skills as well as interpersonal skills to support interaction with staff and/or students from diverse backgrounds. Ability to lead and functionally supervise staff.

Ability to work accurately and pay close attention to details; ability to apply critical thinking skills and ability to perform multiple tasks with frequent interruptions. Ability to present educational programs, workshops and/or orientations.

Strong knowledge and experience providing effective customer service. Able to provide advice and counsel about available financial aid opportunities, eligibility requirements and the application process to students and parents; analyzes and evaluates financial aid eligibility for students.

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. Occasionally may be required to lift and carry materials weighing up to 20 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree plus three (3) years of experience in financial aid or related industry or an Associate's degree plus five (5) years of experience in financial aid or related industry. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***



ESSENTIAL DUTIES AND RESPONSIBILITIES

Counsel students regarding eligibility requirements. Evaluate documents (may include interviewing the student) to determine eligibility and financial impact. Informs student of all options available. Assists with the coordination of federal/state requirements associated with each option.

Assist with online completion of student financial aid request forms. Responds to student and departmental inquiries. Handles issues that have been escalated by the first level of contact. Researches problems and recommends solutions within approved District, state and local guidelines. Review student files periodically for accuracy and completeness. Takes appropriate action to correct errors and make adjustments.

Assists the Director with awarding, disbursing and reports. Assists with guidance and support to financial aid staff through their day to day activities. Maintains an office schedule for the front counter, breaks and days off for financial aid staff. Attends meetings and supervises staff in the absence of the Financial Aid Director.

Assists with the coordination and awarding of college specific, awards, i.e., campus scholarships. Supervision: Responsible for the selection, training, coaching, development and evaluation of assigned full time staff.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provides excellent customer service.

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.