



## Job Description

**Job Title: District Financial Aid Coordinator**

**JTC: CTM**

**Salary Range: N05**

**FLSA: 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

Serve as the point of contact for DCCCD Financial Aid offices and other departments, assisting with questions concerning Financial Aid policies, procedures, Title IV information and federal regulations for financial aid programs, providing expertise within these areas of specialization.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

In depth knowledge of financial aid processes, policies and procedures governing financial aid programs and ensuring institutional compliance at all times. Comprehensive knowledge of Title IV laws, principles and best practices.

Ability to apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions. Skilled in researching regulatory information and resolving complex financial aid questions. Knowledge of accounting refund process and capable of using professional judgement on complex awarding and disbursement issues, providing recommended solutions.

Build professional relationships in a diverse environment and collaborate with staff and other departments regarding financial aid changes and improvements. Strong analytical skills to review and assess complex financial aid information. Ability to work independently in a fast-paced environment, handle multiple tasks, set priorities and meet deadlines, using a high degree of accuracy and attention to detail. Ability to keep information confidential.

Understanding of sensitivity to and respect for the diverse academic, diverse, cultural, disability and ethnic backgrounds of students, faculty, staff and community. Knowledge and understanding of organizational responsibilities, goals and objectives. Ability to adapt quickly to changes in rules and regulations and stay within compliance.

Experience and skills in the use of technological tools and systems that support and deliver financial aid programs and services. Advanced knowledge of advising and counseling techniques, interacting with diverse audiences. Possess strong written and verbal communication skills, along with active listening and negotiation skills. Must be able to provide excellent customer service.

### 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

Associates degree with two (2) years of work-related experience. Official transcripts required when applicable. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Primarily serves the campus Financial Aid offices as well as other department across the district to assist employees and students as needed. Review return of funds processes, track ROF refunds and student notifications, financial aid refund request, awards management and verifying Title IV class eligibility. Ensures policy, quality assurance and compliance with federal, state and local student assistance programs are followed.

Research and review award and disbursement issues to determine if the student is eligible to receive federal/state funding. Provides administrative guidance to FA call center agents regarding default aversion, business office inquiries and provides support concerning contracts, grants and a variety of topics.

Maintain working relationships with all FA offices district wide as well as internal and external offices to ensure students credit or debit balances are properly refunded or resolved. Work with campus business offices and district accounts receivable staff to ensure timely disbursement of credit balances.

Participate in professional development trainings to stay a breast of changes on the campuses and at the central financial aid level offered by the Department of Education. Create and maintain ROF/RFF reports weekly and complete ad hoc reports as requested from supervisor. May create spreadsheets for AR clean up to be submitted to multiple areas in the district to alleviate credit and debit balances.

Research student accounts for eligibility for credit balances and determine if the fund needs to be returned. Utilize various systems to review and process financial aid refunds, utilize FSA awarding system and records systems to research awarding and disbursement issues. Provides timely communication to requests from internal departments regarding financial aid programs and student eligibility.

Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Advanced oral and written communications skills to effectively interact with external agencies, DCCCD staff, students and other individuals from diverse backgrounds within the DCCCD community network.

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.*