

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FINANCIAL AID STUDENT SERVICES ASSISTANT

BASIC FUNCTION:

Under the direction of an Associate Dean, perform specialized clerical and technical duties related to Financial Aid programs and services.

REPRESENTATIVE DUTIES:

Perform specialized clerical and technical duties related to Financial Aid programs and services. (E)

Resolve issues involving student financial aid applications, forms and records. (E)

Interview students, evaluate documents and other materials, both written and oral, and determine student status as governed by existing laws; request information from students as necessary to complete files as required for each program. (E)

Provide technical assistance and information to students regarding financial assistance. (E)

Instruct students in correct procedures in completion of financial aid forms and applications; explain applications, requirements and restrictions; review completed forms for accuracy and completeness and submit to Technicians for packaging. (E)

Process financial aid applications and forms; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms. (E)

Prepare and transmit correspondence for financial aid students, verifying student status and other information; respond to requests from other educational institutions and agencies involving the verification of student financial aid status and records. (E)

Maintain confidential records and files. (E)

Process financial aid data submitted by other campus site personnel. (E)

Input student payment data; record and prepare loan checks for technicians. (E)

Make decisions regarding student awards, verify documentation and certify Board of Governors fee waivers. (E)

Provide information to students, District officials, staff and other institutions as requested according to District policies. (E)

Prepare and coordinate the schedule of assigned automated reports for assigned financial aid area of Student Services. (E)

Operate computer terminal to enter financial aid student records; generate reports and verify student information. (E)

Compile and prepare statistical and other reports and records; prepare and type letters and other correspondence.

Attend meetings as assigned; provide a variety of other assistance to students regarding requirements of Financial Aid services.

Perform related duties as assigned.

KNOWLEDGE OF:

District organization, operations, policies and objectives.

Applicable sections of the State Education Code and other applicable laws.

Technical aspects of field of specialty.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

ABILITY TO:

Interpret rules, regulations and policies regarding financial aid in Student Services area.

Operate office equipment including a computer terminal.

Type reports from clear copy.

Make arithmetic computations with speed and accuracy.

Communicate effectively both orally and in writing.

Work independently with little direction.

Understand and follow oral and written instructions.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Plan and organize work.

Train and provide work direction to others.

Maintain records and prepare reports.

Work confidentially with discretion.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of clerical experience involving frequent public contact.

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer and standard office equipment.

Reaching overhead, above the shoulders and horizontally to maintain files.

Sitting for extended periods of time.

HAZARDS:

Contact with dissatisfied or abusive individuals.