



Job Description: Financial Aid Specialist

The Financial Aid Specialist shall be appointed by the Board of Trustees upon the recommendation of the President. The salary and term of office shall be fixed by the Board of Trustees upon the recommendation by the President. This position reports to the Director of Financial Aid and the Director of the Columbia Higher Education Center, or as designated by the President.

Description:

The primary responsibilities of this position include assisting students and their families with financial aid options and processing federal, state and institutional financial aid applications in accordance with federal, state and college regulations. In addition, this position will assist students with Veterans benefits. This is a full-time, salaried, non-exempt position covered by social security and the Public Education Employee Retirement System of Missouri (PEERS).

Qualifications:

A Bachelor's Degree is preferred. The ideal candidate must have a strong knowledge of the federal student financial aid programs and application process, a working knowledge of the software required by the United States Department of Education for processing federal student aid programs, a working knowledge of Microsoft Office and Jenzabar CX software programs; and be willing to travel and attend training opportunities in order to acquire knowledge of federal and state regulations and must stay abreast of all changes affecting the student financial aid programs. This person must be able to work with the public, communicate verbally and in writing, maintain confidentiality, maintain accurate and complete student records, possess the ability to present a professional image in all telephone and personal contacts, and the ability to meet deadlines and complete projects accurately and on a timely basis. Some travel to MACC's Moberly campus location is required as well as attending periodic training conferences.

Skills:

Excellent communication skills both oral and written; excellent interpersonal skills, ability to work accurately and pay close attention to details; ability to perform multiple tasks with frequent interruptions, ability to analyze data, forecast and plan, work under pressure, solve problems, accept and implement change.

Essential Tasks:

1. Advise and assist students with financial aid applications, Veterans benefits and other issues and concerns as they arise;
2. Inform students of missing information, and inform students if they are not eligible for financial aid programs; financial aid programs include, but are not limited to: Veterans benefits, Federal Pell Grant, Federal Student Loans, Missouri A+ Scholarship, Access Missouri Grant, etc.;
3. Collect and process documentation required for "Verification" of a student's financial aid application in accordance with federal regulations;

4. Conduct financial aid informational presentations to special groups, when needed;
5. Assist in the management of due dates for various federal and state reports, surveys, etc.;
6. Assist in updating financial aid forms, when needed;
7. Computer data entry and other related duties as assigned;
8. Maintain proper records retention policy and documentation of Financial Aid records storage;
9. Assist in maintaining an up-to-date Financial Aid operations manual;
10. Attend training workshops and conferences in order to learn and stay current on financial aid regulations and processing;
11. Work overtime during peak processing seasons;
12. Perform other duties as assigned by the Coordinator of Financial Aid at the Columbia campus and the Financial Aid Director.