



Job Description

Job Title:	Financial Aid/Veteran's Affair Specialist	Grade:	J
Department:	Financial Aid/Veteran's Affairs	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Performs a variety of moderately complex clerical and administrative tasks related to reviewing and processing financial aid, veterans benefit certifications and/or scholarships: counseling and advising students of opportunities, reviewing, researching and resolving discrepancies, utilizing various software programs to process applications and files.

Characteristic Duties and Responsibilities:

1. Interprets, implements and ensures the College is in compliance with state and federal agencies by maintaining a thorough knowledge of federal and state financial aid, veterans' affairs administration, scholarship rules and regulations.
2. Counsels and advises students concerning financial aid opportunities, application processes and financial management strategies. Educates students in the identification of all sources of financial aid available, including the requirements and regulations within programs. Programs and opportunities may include scholarships.
3. Provides intake services in the Financial Aid/Veterans Affairs Office as needed at all campus locations. Answers questions and concerns regarding the financial aid/veterans affairs and/or scholarship process. Reviews student files and requests the necessary documents needed from the student to complete their financial aid file.
4. Determines eligibility and awards financial aid applicants utilizing various software packages. This includes processing applications and corrections, document tracking, completing the verification process, generating tracking and award notifications. Monitors the probation/suspension status and the 150% timeframe for students. Awards may include scholarships and the process specific to those scholarships.
5. Monitors student over-awards by manually entering scholarship awards, alternative loans and/or other sources of funds for each students. Works with other Financial Aid Department personnel to avoid over-awards.
6. Conducts financial aid workshops on and off campus.
7. Prepares, updates and coordinates policies and procedures for administering the Federal Pell Grant, the Federal Supplemental Educational Opportunity Grant, Federal Work Study Program, North Carolina Community College Grants, Scholarships and/or Emergency Loan Programs.
8. Generates and prepares status and project reports for the financial aid, veterans' affairs or scholarship programs assigned to administer.
9. Responds to student inquiries; creates, sends and responds to correspondence relating to financial aid,

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. Updated April 2014



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veterans benefits processes and/or scholarship programs; processes notifications of program discontinuance or denial of application.

10. Communicates with appropriate state and federal agencies to resolve any conflicting issues as needed.
11. Performs other duties as required.

Reporting Relationships:

Direction Received: Reports to Director of Financial Aid/Veterans Affairs

Direction Given: No authority or responsibility for the supervision of others, for project direction and/or program administration

Minimum Requirements:

- Bachelor's Degree from a regionally accredited institution and one year of related experience

Preferred Qualifications:

- Broad skills in financial aid methodology, financial aid software and federal regulations governing the student financial programs

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of financial aid programs and requirements

Knowledge of computers and office software applications

Ability to work well with individuals with diverse backgrounds



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Working Conditions:

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, prospective students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse