



Trinity Valley Community College
Job Description
Financial Aid Officer I

Classification:	Clerical and Secretarial	Coordinating/Non-Coordinating:	
FLSA Status:	Non-Exempt	TVCC Job Code:	1506
DBM:		Travel Required:	Less than 25% of the time
IPDEDS CODE:		Employment Status:	Full-Time
BLS SOC #:	25-9099	Length:	12 Months
FUND:	001	TRS POS. CODE	01

PRIMARY PURPOSE:

The Financial Aid Officer I provides excellent customer service and guidance to financial aid applicants and their families throughout the financial aid application process; determines eligibility within the parameters of institutional, state and federal requirements.

REPORTS TO:

Financial Aid Officer II

SUPERVISES:

None

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

Associate degree

PREFERRED:

Bachelor's Degree

EXPERIENCE REQUIRED:

Two (2) years' experience in Financial Aid or related field.

PREFERRED:

OTHER LICENSES OR CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS REQUIRED:

- Typing/Data Entry
- Computer software proficiency – Microsoft Office
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and/or customer service skills
- Public Speaking/Presenting
- Basic Math
- Analyze situations and problems
- Critical Thinking
- Attention to detail
- Time management
- Federal regulations and directives
- Operational systems and procedures
- Compliance law
- Organization

All TVCC positions are security sensitive and require a criminal background check.

FINANCIAL AID OFFICER I

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

- Provide advising throughout the financial aid process to prospective, new and current students and their families. Must have a thorough knowledge of available types of financial aid, scholarships and general student eligibility criteria.
- Review incoming financial aid applications and any supporting documentation needed to determine the accuracy of the financial and household information reported on the FAFSA. This requires knowledge of not only federal financial aid regulations but IRS tax laws and how they relate to federal financial aid.
- Verification and processing of FAFSA files.
- Maintain knowledge of interdepartmental policies of other departments in order to understand the impact of them on a student's financial aid eligibility.
- Participate in state, regional and national professional development activities to ensure a complete understanding of federal and state regulations and remain current on changes to the federal and state aid programs.
- Utilize conflict resolution skill set to pacify disgruntled students and parents, helping them to understand the situation and identify potential solutions to issues.
- Maintain student confidentiality in accordance with FERPA regulations.
- Ensure that students are receiving Exit Counseling information upon withdrawal, graduation or dropping below half time.
- Work assigned schedule and comply with timekeeping policy.

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Copier
- Fax machine

PHYSICAL DEMANDS:

- Requires stooping, kneeling, crouching, reaching, fingering, talking, hearing, repetitive motions, seeing, sedentary work, and computer work.

MENTAL DEMANDS:

- Atmospheric conditions: Less than 25% of the time
- Extreme Temperatures: Less than 25% of the time
- Inadequate lighting: Less than 25% of the time
- Work space restricts movement: More than 50% of the time
- Intense noise: 25-50% of the time
- Emotional control under stress more than 50% of the time.
- Frequent interruptions less than 25% of the time.

OTHER DEMANDS:

None

The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

All TVCC positions are security sensitive and require a criminal background check.

FINANCIAL AID OFFICER I

Employee's Signature

Date

Supervisor's Signature

Date

Approved:

Revised: