



# Trinity Valley Community College

## Job Description

### Financial Aid Officer II

#### **COMMITMENT TO MISSION**

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

#### **PRIMARY PURPOSE:**

The Financial Aid Officer II 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:**

Director of Financial Aid & Veterans Services/Provost

#### **SUPERVISES:**

Financial Aid Officer I

#### **EDUCATION AND EXPERIENCE QUALIFICATIONS:**

##### **EDUCATION REQUIRED:**

Bachelor's degree or seven (7) years of experience in financial aid and two years or more at an institution of higher learning or another highly regulated field.

##### **EXPERIENCE REQUIRED:**

Seven (7) years' experience in Financial Aid or related field.

#### **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
- Attention to detail
- Time management
- Organization
- Federal regulations and directives
- Operational systems and procedures
- Budget and Accounting Principals
- Compliance law
- Administrative Practices

**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.
- Review incoming financial aid applications and any supporting documentation needed to determine the accuracy of the financial and household information reported on the FAFSA.
- Recalculate and makes changes to financial aid awards when student's eligibility changes.
- Maintain knowledge of interdepartmental policies of other departments in order to understand the impact of them on a student's financial aid eligibility.

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



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- Oversee the administration of the federal loans which includes certifications of all Parent PLUS education loans, resolving issues between the college's system and the Department of Education.
- 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.
- Assists the Director as needed with the annual audits, program reviews, FISAP, final reconciliation and other reports required.
- Assists the Director in development of creating efficiencies, assist with Colleague programming, maintenance, and troubleshooting, as well as creating institutional policies and procedures based on federal and state regulations as well as college policy.
- Collaborate to foster good relationships with colleagues from other areas of the college including but not limited to: Admissions, Enrollment Management, Academic support, faculty, business office, registrar's office etc.
- Coordinate 'FAFSA days' to incoming seniors graduating from local high schools.
- Edit and maintain the Financial Aid page on the TVCC website.
- Work assigned schedule and comply with timekeeping policy.
- Maintain confidentiality of information.
- Other duties as assigned by appropriate supervisory personnel.

#### **SUPERVISOR RESPONSIBILITIES:**

- Supervise financial aid staff: Financial Aid Officer I
- Setting goals for performance and deadlines in ways that comply with the college's plans and vision
- Organizing workflow and ensuring that employees understand their duties or delegated tasks
- Monitoring employee productivity and providing constructive feedback and coaching

#### **WORKING CONDITIONS:**

##### **TOOLS/EQUIPMENT USED:**

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

##### **PHYSICAL DEMANDS:**

- Required: Stooping, reaching, finger dexterity, grasping, talking, hearing, seeing, repetitive motions, sedentary work, and computer work.
- Subject to: Crouching, lifting,
- May need: Standing
- Occasionally: Walking, Pushing, Pulling and light work

##### **MENTAL DEMANDS:**

- Emotional control under stress 25-50% of the time
- Frequent interruptions 25%-50% of the time

##### **OTHER DEMANDS:**

None

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*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.*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

*Approved: 7/18/01*

*Revised: 10/11/2021*

<b>Classification:</b>	Staff	<b>Coordinating/Non-Coordinating:</b>	Coordinating
<b>FLSA Status:</b>	Exempt	<b>TVCC Job Code:</b>	1351
<b>DBM:</b>	B	<b>Travel Required:</b>	Less than 25% of the time
<b>IPDEDS/SOC CODE:</b>	21-1012	<b>Employment Status:</b>	Full-Time
<b>Salary Grade:</b>	170	<b>Length:</b>	12 Months
<b>FUND:</b>	001	<b>TRS POS. CODE</b>	TRS 01

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