

Job Title: Adult Education District Financial Aid Specialist

Supervisor: Director of Adult Education

Employment Terms: Monday-Friday, 9:00AM to 6:00PM: some evenings and weekends required

Salary Range: \$19.25 - \$24.04

Location: START
5405 North 99th Avenue
Glendale, AZ 85305

Skill Sets:

- Customer Service
- Communication
- Critical Thinking
- Personal Management
- Leadership
- Professional Management
- Computer Technology
- Teamwork

Essential Duties and Responsibilities:

- Communicates professionally with current and prospective students via phone, in person, by email and other electronic means to discuss the financial aid options available.
- Assist students and their families with the financial aid application process, including advising students of applicable policies and procedures.
- Counsels and advises students about financial aid eligibility, application procedures, aid programs, costs, indebtedness, money and management and financial planning, individualizes information to the particular needs and situation of the student.
- Review all ISIRs received; complete verification review as required/needed. Review all C-Code ISIRs and assist student with clearing the C-Codes.
- Analyzes and processed financial data on students to determine aid eligibility and make awards within federal, donor and/or institutional guidelines.
- Requests additional information based on analysis and review to apply established government and institutional regulations, rules, guidelines and procedures.
- Determines eligibility for federal, state, and institutional financial aid.
- Resolves overawards and overpayments and contacts students, lenders, employers, donors, guarantee agencies and/or staff to resolve discrepancies.
- Determines if students qualify for an unusual/mitigating circumstance; exercises professional judgement by making adjustments or revisions to costs, contribution, need, or dependency status as exceptions to the prescribed process.

- Determine appropriate cost of attendance for students and awards federal, state, and institutional aid to financial aid recipients.
- Uses information systems to input data, maintain databases, perform research for projects or inquiries and generates reports.
- Interacts with appropriate outside entities in order to facilitate the student eligibility process.
- Notifies students of changes in eligibility of awards.
- Analyzes various system-generated reports such as grades and enrollment status or award status to verify continued compliance and eligibility of students receiving aid under federal and institutional guidelines.
- Assist students with completion of Master Promissory Note, Entrance, Annual Loan Acknowledgment, and Exit Counseling.
- Participates in student recruitment and retention activities including attending orientation, information sessions, and other events to advise prospective students and their families.
- Contacts students and lenders, employers, donors, guarantee agencies and/or staff to resolve issues.
- Calculates R2T4, refunds, budgets.
- Originates, drawdowns, and disburses federal student aid including disbursement notices.
- Completes Federal Student Aid System updates.
- Keeps current with all COE, US DOE, State, VA, Institutional, etc., policies and requirements.
- Other duties as assigned.

Knowledge and Skills:

- Knowledge of government, donor and/or institutional rules, regulations, guidelines, and procedures for awarding of financial aid.
- Experience in using critical thinking and problem-solving skills.
- Working knowledge of Federal Student Aid Systems.
- Knowledge of Family Educational Rights and Privacy (FERPA) requirements.
- Demonstrated ability to foster collaboration and effective communication across diverse groups of constituents, prospective students, students, parents, instructors, alumni, and staff.
- Must be very detail-oriented.
- Must be able to use computers and standard software, including email and web applications.
- Understanding of computation and statistical reporting applications.
- Exceptional management and organizational skills.
- Interests in, and ability for, problem-solving and long-term planning.
- Ability to initiate and nurture collaborative partnerships.
- Ability to professionally and effectively respond to customer complaints in person, via email and by phone.
- Possess high level of interpersonal skills to handle sensitive and confidential situations.
- Ability to maintain a motivated and team oriented attitude even under pressure.
- Ability to maintain staff morale and enhance customer service through positive team building efforts.
- Ability to meet deadlines within time constraints.
- Ability to effectively multitask.

Requirements:

- Winning attitude and an entrepreneurial approach to student success.

- Excellent communication (verbal and written) and presentation skills.
- Computer literate including office software, email, web applications, etc.
- 0-1 year prior experience in higher education and financial aid processes.
- Must maintain professional appearance and manner.
- Must be able to obtain and maintain an Arizona Driver's License.
- Must hold a valid fingerprint clearance card issued by DPS.
- Will be required to travel to perform job functions.
- Must be able to sit at computer desk for extended amounts of time, lift 50 pounds, and climb stairs.

Evaluation: This position has a 90-day probation period, plus a yearly evaluation

Closing Date: Open until filled

Start Date: ASAP

Application Procedure:

Submit online application: <https://west-mec.edu/employment/>

Include:

- Letter of interest
- Current resume
- Three professional references (names, addresses and phone numbers)

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