

Richmond Community College

Job Description

Position Title: Financial Aid Specialist

General Description: The Financial Aid Specialist, under the direction of the Director of Financial Aid and the Vice President of Student Services, is responsible for assisting with all facets of the institution's financial aid programs. This individual will serve as the initial contact for the financial aid office, providing professional and positive customer service by educating and counseling students and families on all aspects of financial aid.

Duties and Responsibilities of the Position:

- 1) Counsels and advises students concerning financial aid opportunities, application processes and financial management strategies.
- 2) Explains financial aid programs and eligibility criteria.
- 3) Provides intake services and responds to student inquiries; creates, sends and responds to correspondence relating to financial aid and/or scholarship programs.
- 4) Determines eligibility and computes financial aid awards utilizing various software packages. This includes processing applications and making corrections of federal student aid files with the US Department of Education. Will also complete verifications, and monitor document tracking correspondence and award notifications.
- 5) Monitors student records for Satisfactory Academic Progress (SAP) and other criteria to ensure that financial aid obligations have been met and determine whether additional financial aid disbursements can be released; notifies students of continued eligibility or disqualification; advises students of the appeal processes.
- 6) Monitors the probation/suspension status and the 150% timeframe for students.
- 7) Interprets, implements and ensures the college is in compliance with state and federal agencies by maintaining a working knowledge of federal and state financial aid.
- 8) Assist with the financial aid registration process each semester including day and evening hours.
- 9) Attends meetings and participates on committees as assigned.
- 10) Attends professional workshops and conferences.
- 11) Handles sensitive student information with confidentiality and discretion.
- 12) Assist with telephone and office coverage, if needed.
- 13) Performs other related duties as assigned.

Position Qualifications:**Knowledge, Skills and Abilities:**

Understanding of and commitment to the unique nature and role of the community college with special reference to the total fulfillment of the open door policy. Understanding of and commitment to the mission and vision of Richmond Community College. Demonstrated ability to exercise initiative, tact and diplomacy, and possess a positive student-oriented attitude. Strong attention to detail and the ability to understand and comply with all regulations.

Minimum Education and Experience:

Associate's degree from an accredited college or university, with course work in business administration, accounting, finance, computer information, or a closely related field required. Two years of experience performing general office duties preferred. Must possess data entry word processing skills and be proficient in Microsoft Office products (Word, Excel, and PowerPoint). Experience with Colleague (Datatel) preferred.

Salary Level: Salary Level 7

Location: Main Campus

Questionnaire for Compliance with Americans with Disabilities Act

Interview guide for collecting job analysis information

Job Title: Financial Aid Specialist

Division:

Location: Main Campus

Supervisor's Title: Sharon Goodman

Department: Student
Services

Shift:

1. General Purpose of Job. Briefly describe the job's primary purpose or contribution to the department or organization.

See job description.

2. Duties and Responsibilities. List the job's essential or most important functions and responsibilities. Include all important aspects of the job -- whether performed daily, weekly, monthly, or annually; and any that occur at irregular intervals.

See job description.

3. Supervisory Responsibilities. If this job supervises others, give the name of unit(s) or department(s) managed and number of employees supervised. If there are subordinate supervisors, list them also.

4. Physical Demands:

4A. How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Stand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb or balance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4B. Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

	Amount of Time			
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4C. Does this job have any special vision requirements? Check all that apply.

- ☒ Close vision (clear vision at 20 inches or less)
- ☐ Distance vision (clear vision at 20 feet or more)
- ☐ Color Vision (ability to identify and distinguish colors)
- ☐ Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- ☐ Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- ☒ Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- ☐ No special vision requirements

4D. Make notes on the specific job duties that require the physical demands selected above.

The specific vision abilities required by this job would be close vision and the ability to adjust focus while performing such job tasks as reviewing financial forms, completing paperwork and entering information into a computer, etc.

5. Work Environment:

5A. How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	None	Amount of Time Up to 1/3	1/3 to 2/3	2/3 and more
Wet, humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5B. How much noise is typical for the work environment of this job? Check the appropriate level below.

- ☐ Very quiet (Examples: forest trail, isolation booth for hearing test)
- ☐ Quiet (Examples: library, private office)
- ☒ Moderate Noise (Examples: Business office with typewriters and/or computer printers, light traffic)
- ☐ Loud noise (Examples: metal can manufacturing, department, large earth-moving equipment)
- ☐ Very loud noise (Examples: jack hammer work, front row at rock concert)

5C. Make notes on the specific job duties that are affected by the environmental conditions selected above.

This job is located in an office with moderate noise and is affected daily by this environmental condition.

6. Comments. Include any other information that will aid in the preparation of an accurate description of this job.

7. Questionnaire prepared by:

Name: _____ Date: _____

Title: _____

Basis for knowledge of job: ☐ hold job now; ☐ supervise job; ☐ other (explain)

Exposure Determination for Bloodborne Pathogens

All position descriptions, including administrative and support personnel, whether paid or volunteer, must be evaluated by the appropriate department chairman/head and a Risk of Exposure to Bloodborne Pathogens Classification I or II be assigned to the position as it applies to each employee's work location. In situations where jobs of the same title entail substantially different categories of risk based on the department to which assigned, job titles will be modified to include the unit name thereby creating a newer, more specific description for that position.

For jobs which fall into Classification II, a list of tasks or procedures which present an occupational exposure to those employees should be prepared and appended to the job description. Assignment of personnel to a new department in the same basic job may necessitate a formal change of job title to ensure that they will receive training according to that job's risk classification. This must be reviewed on an annual basis by department managers for all job titles which they supervise or manage.

CLASSIFICATION I

This includes jobs in which required tasks routinely involve a potential for mucous membrane or skin contact with blood, body fluids, tissues or potential spills or splashes. Use of appropriate measures is required for every employee performing these tasks.

CLASSIFICATION II

This includes jobs in which required tasks normally do not involve exposure to blood, body fluids or tissues, but may require performing unplanned Classification I tasks. In these jobs the normal work performance involves no exposure to blood, body fluids or tissues. However, exposure or potential exposure may be required as a condition of employment or class performance.

X PERSONNEL NOT COVERED BY THE STANDARD

This includes jobs in which required tasks involve no greater exposure to blood, body fluids, or tissues that would be encountered by a visitor. The normal work/class performance involves no exposure to blood, body fluids, or tissues that would be encountered by a visitor. The normal work/class performance involves no exposure to blood, body fluids, or tissues and the employee can decline to perform tasks which involve a perceived risk without retribution.

NOTE: All employees who do not fit into Classification I or II will fall into a third category not covered by the Standard.