State College of Florida, Manatee-Sarasota  
Job Description

**Job Title:** Specialist II, Financial Aid  
**Reports to:** Director, Financial Aid  
**FLSA Status:** Non-Exempt  
**Level:** 115  
**Position Class:** C9970

**Job Summary:**
Provides information and service to our diverse community regarding all aspects of financial aid, including grants, scholarships and student loans to fund their education; assists in training new employees; makes presentations to students and prospective students and provides continuity of service in the absence of, and according to the policies of the Director of Financial Aid.

**NOTE:** Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

**Essential Duties and Responsibilities:**
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Provides direct contact to customers through face-to-face meetings, telephone, e-mail, and letters.

2. Provides information regarding a student’s financial aid status, awards, documents missing, and information about the effects of change in enrollment status.

3. Determines information required to finalize a student’s eligibility for financial aid.

4. Performs verification, when required by federal or state agencies, to finalize/award financial aid including grants, scholarships, loans, and veteran’s benefits. Makes changes as necessary, resolves issues, and submits to the appropriate agency.

5. Verifies continued eligibility for the financial award prior to the disbursement of the award.

6. Performs follow-up with customers regarding the amount of award, refunds, and charges.

7. Accurately performs data input utilizing computer based student financial aid software.
8. Works in conjunction with the Director, Financial Aid to select scholarship recipients in accordance with guidelines established by donor and/or agency.

9. Evaluates special financial circumstance documentation, exercising professional judgment in compliance with Federal Title IV regulations.

10. Conducts and/or participates in workshops and presentations regarding financial aid procedures, availability, and its key role in the successful completion of educational goals.

11. Interfaces with students, lenders, employers, donors, guarantee agencies, state agencies, staff, other schools and organizations to inform and resolve issues.

12. Reviews and corrects scholarships, verifications and loans processed by the Financial Aid Specialists to insure accuracy and compliance with regulations.

13. Completes and submits state financial aid fee report, Bright Futures reports and all other scholarship reports.

14. Assists Director with developing and implementing office policy and procedure.

15. With authorization, insures the uninterrupted functioning of the Financial Aid Office in the absence of the director.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s degree from four-year College or university; and one to two years related experience and/or training.

- **Supervisory Experience:**
  One or more years of experience as a “lead” employee, with responsibility for scheduling and assigning work, training new employees, and assisting others with problems, is required.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have intermediate knowledge of word processing, spreadsheet, internet, and e-mail software. Proficiency with College’s current database software essential within one month of hire. Proficiency with accessing and downloading data from external databases.

- **Certificates and Licenses:**
  None required.

**Responsibility for People and Property:**
Property awards of financial aid and scholarships.

**Responsibility for Communication:**

**Internal Contacts:**
Financial Aid Specialist and Staff III, Director, Financial Aid; students and parents; State College of Florida, Manatee-Sarasota Foundation; other State College of Florida, Manatee-Sarasota personnel.

**External Contacts:**
Routine contact with lenders, guarantors and loan servicers; student and parent groups; auditors, State and Federal Department of Education; outside donors and the State financial aid department.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk and lift up to 10 pounds.
General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
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<td>Preparing Manager</td>
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