

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Financial Aid Coordinator

**Department:** Financial Aid

**Location:** Evergreen Valley or San Jose City College

**Date:** June 11, 2014

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**POSITION PURPOSE**

Under the direction of Financial Aid administrator, serve as the lead classified employee in the Financial Aid Office; respond to problems, concerns and activities associated with students, staff and department employees. Coordinate on and off campus outreach activities. Assign and review the work of staff, responsible for the technical and operational services in the Financial Aid Office; monitor and participate in the work of the office. Serve as back-up to Financial Aid administrator in her/his absence.

**DISTINGUISHING CHARACTERISTICS**

The Coordinator is the fourth and senior-level in a Financial Aid career path. This classification differs from Financial Aid Specialist III in the significantly higher level of responsibility and direction expected to be provided. The Financial Aid Coordinator will be expected to lead the office under general direction and with minimal supervision from the Financial Aid administrator. The Coordinator is expected to make decisions on a higher-level line of authority, utilizing independent judgment and initiative.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Serve as the lead employee of the Financial Aid Office; overseeing operations and activities associated with Financial Aid. Act as the lead person in the absence of the Administrator and provide support to Administrator in resolving data system issues.
2. Develop and revise outreach and consumer information materials. Make oral presentations on a regular basis to a variety of groups and organizations both on and off campus. Coordinate and oversee on and off-campus Financial Aid outreach activities.
3. Provide advice and assistance to students with loans, grants, scholarships, and the financial aid application process. Review applications to assure accurate and complete information. Assist students with resolution of unusual problems and make adjustments as appropriate.
4. Participate in the selection and hiring of full- and part-time employees. Provide, coordinate, and lead in the direction of employee training. Assist employees with improving work performance and implementation of new procedures.
5. Plan, prioritize, assign, schedule, lead and review the work of full-time and part-time staff responsible for operational and technical services of Financial Aid, including on-and-off campus activities. Respond to questions and provide assistance to permanent and temporary employees.
6. Explain and interpret District policies and procedures. Recommend and assist in the implementation of goals, objectives, policies and procedures.
7. Interpret, implement, and maintain up-to-date knowledge of Federal and State guidelines governing financial aid programs. Prepare, implement, and revise policies and procedures, as necessary, to comply with changes in State and federal laws.
8. Provide support to Financial Aid Office using Federal and State agency online data management systems to troubleshoot student and college record management issues.

9. Monitor Satisfactory Academic Progress of financial aid recipients as prescribed by law and the college policy.
10. Collect, analyze and draw conclusions from statistical data related to Financial Aid. Prepare reports on operations and activities as assigned.
11. Conduct assessment of student needs including monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures. Evaluate office procedures as they relate to student service. Allocate resources accordingly.
12. Directly participate in the preparation, recommendation and administration of the office budget and maintaining related records. Oversee and make recommendations regarding the inventory of supplies and equipment, requisition necessary items; ensure proper maintenance of equipment; arrange for repairs as required.
13. Perform other duties reasonably related to the job classification.

**Knowledge of:**

1. Federal, State and local student financial aid programs regulations and guidelines.
2. Financial problems of disadvantaged students/families.
3. Techniques used to review student/parents financial statements and tax returns.
4. Common office productivity software.
5. Financial aid specific software.
6. Federal and State electronic communications and reporting requirements.
7. Organization, procedures and operating details of an Financial Aid Office.
8. Public speaking principles and techniques.
9. Research methods and techniques.
10. Statistical analysis methods.
11. Record-keeping techniques.
12. Basic accounting practices procedures and terminology.
13. Principles and practices of administration, supervision and training.
14. Correct English usage, grammar, spelling, punctuation and vocabulary.
15. Oral and written communication skills.

**Skills and Ability to:**

1. Understand and follow oral and written instructions.
2. Interpret, apply and explain policies, procedures and regulations regarding financial aid programs.
3. Plan, organize, and coordinate the activities of the Financial Aid Office.

4. Exercise sound judgment in reviewing and screening applications for financial aid when determining eligibility and evaluating special circumstances.
5. Operate office machines including a computer and applicable software.
6. Analyze situations accurately and adopt an effective course of action.
7. Must be able to perform business math computations and maintain accurate financial records
8. Prepare and deliver oral presentations.
9. Read, interpret and explain statistical data, technical procedures and governmental regulations.
10. Research, analyze and evaluate service delivery methods and techniques.
11. Prepare a variety of correspondence.
12. Train and provide direction to personnel.
13. Assign and review the work of others.
14. Plan and organize work.
15. Meet schedules and time lines.
16. Work independently with little direction.
17. Maintain records and files.
18. Communicate effectively both orally and in writing.
19. Establish and maintain cooperative and effective working relationships with and effectively serve students.

**Experience and Education:**

1. Any combination of education, training and/or certification equivalent to: two years of college-level course work in a related area.
2. Four years of increasingly responsible experience in a related position including at least 3 years of experience working directly in the administration of Financial Aid.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**WORKING CONDITIONS**

**Environment:**

1. Typical office environment.

**Physical Demands:**

1. Require sufficient ambulatory ability to move to various work locations. Require manual hand-eye-arm coordination to use a personal computer keyboard and visual media equipment. Require

sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type training and presentations. Require near visual acuity to read printed materials.

Board Approved: 6/8/04, 6/10/14

Modified: 6/3/14 (education requirement)

Salary Range: 96

EEO Category: 2B3 – Technical/Paraprofessional