Position Description: Specialist, Financial Aid & Veterans Services

Division: Student Services  
Department: Financial Aid  
Supervisor’s Position: Director, Financial Aid  
FLSA Status: Non-Exempt

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required by the position. Duties will be modified as needed; work assignments and schedule are based on the needs of the college.

Job Summary:
The Financial Aid Specialist is responsible for coordinating Financial Aid operations, veterans’ services, military services and providing quality customer service to students.

Essential Duties and Responsibilities:

- Provides counseling to students regarding financial aid opportunities, both federal and institutional, and the status of their individual file; assists students with the financial aid application and award process.
- Serves as the liaison to current and potential WATC veterans and provides/develops services to strengthen our veteran offerings.
- Maintains current knowledge and understanding of all Title IV Federal Financial Aid programs and compliance regulations for those programs administered at the College.
- Maintains current knowledge and understanding of institutional scholarship opportunities and requirements.
- Provides necessary updates and communication to both internal and external stakeholders regarding financial aid and scholarship processes and procedures.
- Uses professional judgment within provided guidelines to evaluate file status and authorizes use of financial aid for payment of tuition and fees. Contributes to continuous improvement of processes and procedures.
- Responsible for accurate and timely processing of financial aid information submitted by students.
- Must be flexible in availability to work revised schedule and to work at alternate campuses when needed.
- Assists in other student service areas as needed.
- Assumes all responsibilities as assigned by supervisor.

Education, Experience, Knowledge & Skills Needed:

- Associates degree or combination of education, training and related experience that equates to the required degree.
• Ability to organize, prioritize and work effectively in a customer service intensive environment under pressure and subject to frequency changing priorities while maintaining confidentiality with all student information.
• User-level knowledge of Outlook, Word and Excel are required. Knowledge of SharePoint are preferred.
• Excellent interpersonal skills – must be able to work with students and peers in a pleasant, professional and efficient manner.
• An operating knowledge of Student Services software, such as Banner, is required within three months of entering the position.
• Excellent written and oral communication skills, excellent interpersonal skills, and ability to communicate effectively with others. Must be able to multi-task, be self-motivated, and use professional judgment when necessary to provide the best customer service possible to all customers.
• Experience in financial aid and scholarship counseling preferred.

Other Position Requirements:
1. Works effectively and productively as a team member. Keeps others informed of information needed. Treats others with respect, maintaining a spirit of cooperation.
2. Maintains effective and professional verbal and written interactions with peers, customers, supervisors and other staff. Uses diplomacy and tact in dealing with difficult situations or people. Demonstrates effective listening skills. Is receptive to constructive feedback.
3. Maintains acceptable overall attendance record, to include department meetings, all-employee meetings/trainings as required. Ensures appropriate notification to supervisor for absences, and ensure that work is covered.
4. Produces quantity of work necessary to meet job requirements.
5. Demonstrate the ability and willingness to handle new assignments, changes in procedures and business requirements. Identify what needs to be done and take appropriate action.
6. Complete assigned work; meet deadlines without reminders/follow-up from supervisor or others.
7. Perform work conscientiously with a high degree of accuracy.
8. Participate in a minimum of 20 hours professional development activities to remain current with industry trends and advancements.

Working Conditions:
Must be able to work in a multi-tasked, high-volume environment, completing multiple and competing priorities. Daily attendance is required to meet the needs of students and prospective students. Attendance is required at meetings and in-services some of which may be out of the area. Schedules may fluctuate to accommodate student needs, deadlines and delivery of services. Long periods of sitting or standing will be required. Sufficient vision and hearing are required to complete the work and interact with students, staff, faculty and the public. Ability to independently drive by personal car is required, along with unrestricted licensure to operate a motor vehicle in the State of Kansas, as well as a driving record that meets WATC insurance standards. Evening and weekend work may be required. Work schedule will be as needed and required by administration to accomplish assigned duties.