

## Position Description

**Job Title:** Specialist, Financial Aid & Veterans Services  
**Division:** Student Services  
**Department:** Financial Aid  
**Last Update:** 1/19/2012  
**Supervisor's Position:** Financial Aid Director  
**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.*

### Job Summary:

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

<b>Essential Duties and Responsibilities:</b>	<b>Approximate Percentage of Time</b>
1. Provide counseling to students regarding financial aid opportunities, both federal and institutional, and the status of their individual file; assist students with the financial aid application and award process.	40%
2. Serve as the liaison to current and potential WATC veterans and provide/develop services to strengthen our veteran offerings. Develop outreach programs for veterans and military service personnel within the Wichita area.	40%
3. Maintains current knowledge and understanding of all Title IV Federal Financial Aid programs and compliance regulations for those programs administered at the College. Maintain current knowledge and understanding of institutional scholarship opportunities and requirements. Provide necessary updates and communication to both internal and external stakeholders regarding financial aid and scholarship processes and procedures.	10%
4. Use professional judgment within provided guidelines to evaluate file status and authorize use of financial aid for payment of tuition and fees. Contribute to continuous improvement of processes and procedures.	5%
5. Responsible for accurate and timely processing of financial aid information submitted by students. Assist in other student service areas as needed. Assume all responsibilities as assigned by supervisor.	5%

### Required Knowledges, Skills, and Abilities

- The knowledges, skills, and abilities necessary to perform the essential functions of the position at a high level must be evidenced in the overall vocational background of the person assigned and must be maintained throughout tenure in the position.
- 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.
- Veteran or former military service preferred.

- 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.
- Must be punctual and timely in meeting all requirements of performance, including standards for attendance, work deadlines, and scheduled work breaks, where applicable.
- 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.
- Evidence is required of administrative-level Communication Skills, including 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.
- Evidence is required of workplace teamwork skills, including ability to work effectively with all constituents of the College and public, being flexible and respectful of the thoughts, opinions and contributions of others in a group, being respectful of people's diversity, individual differences and perspectives, and being able to provide feedback in a constructive and considerate manner.

**Education and Experience:**

- Experience in financial aid and scholarship counseling preferred.
- Bachelor's Degree preferred

**Working Conditions:**

Daily attendance is required to meet the needs of students, and to interface with WATC faculty and staff as well as with outside organizations. Attendance is required at meetings and in-services. Schedules may fluctuate to accommodate student needs, deadlines and delivery of services. Long periods of sitting or standing will be required. Ability to converse with and understand English-speaking students is required. Sufficient vision and hearing are required to complete the work and interact with students, staff, faculty and the public. Work schedules will be as needed to accomplish assigned duties. Independent travel to by car and public carrier may be required. Must be able to work in a multi-tasked high volume environment, completing multiple and competing priorities.

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Employee Acknowledgement

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Date

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Supervisor Acknowledgement

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Date