



TITLE: Coordinator, Student Financial Services

CLASSIFICATION: Classified

SALARY GRADE: P

JOB DESCRIPTION:

Under general direction, coordinates the activities of the Student Financial Services programs (Scholarship, Financial Aid, Veterans Affairs), including the delivery of core services; performs duties related to data gathering and reporting, budget monitoring, customer relations, or other specialized services; coordinates with the Santa Rosa Junior College (SRJC) Foundation, faculty, staff, and community members in program delivery. Advises students in their scholarship and financial aid application process. Serves as a lead worker to other classified staff in the department.

SCOPE:

The Coordinator, Student Financial Services oversees program initiatives including daily support activities and operations of Student Financial Services; provides leadership to Student Financial Services teams; coordinates the application process of scholarship programs; provides follow-up services to students. Assists with the marketing, application and selection processes of SRJC Foundation Scholarship program and business and community scholarship awards; organizes and compiles data for reports.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates Student Financial Services teams; coordinates and collaborates with the SRJC Foundation regarding scholarship and award information.
2. Participates in outreach activities in collaboration with District faculty and staff.
3. Schedules and gives presentations on scholarship and financial aid programs to current and prospective students; advises and assists students and parents with scholarship and financial aid programs.
4. Verifies student eligibility for scholarship and financial aid programs; processes applications and supporting documents; recommends award packages; enters and maintains student award information; monitors student academic progress to evaluate continued scholarship and financial aid eligibility; approves or denies student petitions for special conditions or policy appeals.
5. Creates promotional materials for the Student Financial Services programs; oversees the maintenance of the Student Financial Services web pages.
6. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA) and Deferred Action for Childhood Arrivals (DACA) regulations; maintains current knowledge of changes in Federal and State regulations related to Student Financial Services programs.
7. Calculates repayments or refunds; assists in monitoring department budget(s).
8. Serves as a lead worker to other classified staff.
9. May supervise and train student and short-term, non-continuing (STNC) employees.

ABILITY TO:

Coordinate programs and services related to Student Financial Services initiatives; process and analyze statistical information; prepare and present reports and information to individuals and groups; plan and provide presentations to individuals and groups; organize and oversee outreach events; produce informational materials; analyze financial needs of students and make referrals; communicate effectively in English (bilingual English/Spanish preferred); maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Scholarship and financial assistance programs available for students; economic and labor market conditions and trends; community resources and services; best practices for delivery of student financial services; Federal and State programs; standard office productivity software and specialized systems.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree.

EXPERIENCE:

Increasingly responsible (2-4 years full-time equivalent) experience in an educational setting and previous (less than one year of full-time equivalent experience) experience coordinating and implementing related programs; and demonstrated public speaking experience.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid driver's license and an acceptable driving record.

SPECIAL REQUIREMENTS:

Position requires frequent travel to schools, organizations, and community agencies. Ability to lift up to 50 lbs. unassisted. May require work in the evening, especially during particular months of the year.