

TITLE: Coordinator, Financial Aid Compliance

CLASSIFICATION: Classified

SALARY GRADE: C11

SCOPE OF POSITION:

Under general direction, coordinates operations of federal financial aid programs; assists with interpreting regulatory guidance, developing plans, and implementing process changes; advises and assists students with financial aid processes; performs accounting work in connection with the maintenance of student financial aid records; reconciles financial aid records and funding programs; and serves as a lead worker to classified employees in the area.

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, leads and trains other classified employees in the area to ensure that federal financial aid is awarded and disbursed in compliance with regulations. Develops new processes and training resources when there is new software or regulations. Coordinates review of students' Satisfactory Academic Progress (SAP) prior to each major Pell Grant and/or loan disbursement.
2. Reviews processed files for accuracy and performs quality control checks on SAP calculations; reviews, updates, and makes corrections to financial aid records.
3. Oversees and reviews the timing and reporting of Return to Title IV (R2T4) calculations. Reports payments, repayments and overpayments, and adjustments for the Common Origination and Disbursement Program and to the National Student Loan Data System. Coordinates with Accounting to ensure accurate reporting to student accounts.
4. Oversees and verifies individual recipient disbursements for Pell Grant and Federal Student Loan program. Troubleshoots rejected Pell and Loan payments. Researches institutional aid issued by other departments and other colleges to resolve over awards and payments. Identifies and resolves inaccurate data reported to the Common Origination and Disbursement Program or National Students Loan Data System (NSLDS).
5. Participates in annual audit of financial aid student records.
6. Coordinates with Information Technology and Admissions & Records to identify and prevent financial aid fraud activity.
7. Evaluates, verifies, and processes financial aid applications to perform needs analysis for determining student eligibility, for various federal financial aid programs. Processes requests based on financial aid policies and procedures, and professional judgment.
8. Assists students with resolving financial issues related to qualifying criteria, overpayments, and meeting the cost of their education. Provides students with information regarding federal and state financial aid resources and program requirements. May provide financial planning guidance to students for multi-year borrowing plans.

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KNOWLEDGE OF:

1. Federal and state financial aid programs.
2. Interviewing techniques.
3. Federal reconciliation and reporting processes.
4. Methods, practices, and terminology used in financial record keeping.
5. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
6. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Interpret and apply rules, regulations and policies of the District and of federal and state financial aid programs.
2. Ensure consumer information compliance as required by federal regulation.
3. Apply loan default management guidelines in a fair, consistent, and objective way.
4. Analyze and interpret statistical information and apply conclusions.
5. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
6. Communicate effectively, both orally and in writing.
7. Interact with the public in a helpful, courteous and professional manner.
8. Exercise appropriate judgement in interactions with others and with work processes.
9. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree required.

EXPERIENCE:

3+ years of experience working with government and/or funded programs, specifically Title IV financial aid programs.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).