

**TITLE: Coordinator, Student Financial Services**

**CLASSIFICATION: Classified**

**SALARY GRADE: C12**

**SCOPE OF POSITION:**

Under general direction, coordinates and supports programs and activities of Student Financial Services (Financial Aid, Scholarship, and Veterans Services). Serves as the lead for outreach and in-reach services or specific financial aid programs to educate students about available financial aid and scholarship processes and opportunities. May assist in coordinating the day-to-day department operations. Serves as a lead worker to other 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. Serves as primary contact for Student Financial Services events, including Cash4College events and programs. Collaborates with internal departments, high schools and external organizations to coordinate and provide financial aid and scholarship in-reach and outreach presentations to classes, community agencies and other external organizations, and at District events. May serve as the Regional Cash for College Coordinator for Sonoma County for the California Student Aid Commission.
2. Meets with students to discuss financial aid concerns, advises on preparation of financial aid applications, including special programs, reviews student eligibility or ineligibility for financial aid, and discusses other financial aid options and processes. Assists students with resolving budgetary issues related to meeting the cost of education. Refers students for support services and may serve as a primary contact for high-risk populations.
3. Coordinates financial aid processes for general and specialized areas; assists students, departments and programs with developing and implementing processes; responds to loan requests, processes consortium agreements and grants.
4. May assist in coordination of day-to-day operations of the scholarship award system interfacing with students, donors, faculty and staff
5. Monitors students' academic progress, determines eligibility, and awards financial aid. Reviews student Satisfactory Academic Progress Appeals and Unusual Circumstances Requests, adhering to federal regulations and District policy.
6. Gathers data and prepares reports related to the District financial aid eligibility, scholarship programs and outreach activities. Maintains appropriate records and files.
7. Creates marketing materials and may maintain social media presence, for Financial Aid and Scholarship programs.
8. Reviews Financial Aid, Veterans Affairs and Scholarship web pages to provide current and accurate information as well as actively assesses the department's service model.
9. Participates in the development and maintenance of the scholarship web application process.
10. Hires, trains, schedules and supervises volunteers and student employees.
11. Serves as a lead worker to other classified and short-term, non-continuing (STNC) employees in the area.

## **TITLE: Coordinator, Student Financial Services**

### **KNOWLEDGE OF:**

1. Needs analysis, financial aid packaging, fee waivers, verification procedures, and student eligibility guidelines.
2. Current economic and labor market conditions.
3. Community resources and services.
4. Interviewing techniques.
5. Best practices for delivery of student financial services.
6. Federal and state financial aid, scholarship, veterans' needs and education programs.
7. Relevant local, state, and federal rules and regulations, policies and procedures.
8. Applicable technology usage, including standard office productivity software and other appropriate technology.

### **ABILITY TO:**

1. Process and analyze statistical information.
2. Prepare and present reports and information to individuals and groups.
3. Organize and oversee outreach events.
4. Produce informational materials.
5. Analyze financial needs of students and make referrals.
6. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
7. Communicate effectively, both orally and in writing.
8. Exercise appropriate judgement in interactions with others and with work processes.
9. Interact with the public in a helpful, courteous, and professional manner.
10. 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 related financial aid leadership experience required.

**TITLE: Coordinator, Student Financial Services**

**OTHER REQUIREMENTS:**

- This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.
- Position requires frequent travel to schools, organizations, and community agencies.
- Requires some evening and weekend work.
- Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

**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](#).*