

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION OUTLINE

JOB TITLE: FINANCIAL AID SUPPORT SPECIALIST
(PART-TIME. NOT TO EXCEED 25 HOURS PER WEEK.)

PAY GRADE: C-6

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Perform customer service duties related to the smooth operation of the Office of Financial Aid including assisting students with the application for financial aid, processing of verification documents, and providing accurate information to students, parents and employees.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: High school diploma required.
2. Years of experience in field: Two years' clerical experience and experience in customer service-oriented environment preferred. Education may be used in lieu of work experience.
3. Special skills or abilities related to position: Knowledge of computers, Windows applications. Positive human relations skills. Ability to establish and maintain working relationships with students, faculty, co-workers and supervisor. Ability to work independently and with supervisor in a changing environment, demonstrating initiative, teamwork and creative problem-solving skills. Proficiency in written and oral communication skills. Ability to understand the role of financial aid and its relationship to the college and the community. Ability to work a flexible schedule which includes evening and weekend duty.

ESSENTIAL JOB FUNCTIONS:

1. Assist students, parents, and campus personnel primarily in person and via video with questions regarding their financial aid application and processing and to provide quality customer service to students and others seeking financial aid information.

ESSENTIAL JOB FUNCTIONS (continued):

2. In-take of requested documents, screen those documents and record to appropriate data system and academic year.
3. Handle all aspects of document flow. This includes receiving, entering, scanning, verifying scanned documents, and accurate filing. Work with the Federal Work Study students as they assist with document flow.
4. Communicate with students for additional information as needed.
5. Provide information regarding policies and procedures to students and the public.
6. Other duties as assigned to assist with processing financial aid and service to students.
7. May be required to work flexible schedule - late afternoons or evenings, or on weekends.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.
- Ability to type the prescribed words per minute accurately.
- Ability to access file cabinets for filing and retrieval of data.

ENVIRONMENTAL CONDITIONS

- Works in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Building 5, Ocala Campus

SUPERVISOR OF POSITION: Assistant Director - Financial Aid - Ocala
or designated Campus Supervisor – Citrus / Levy