



**CLASSIFICATION SERIES:**

Financial Aid Loan Specialist

**BARGAINING UNIT:**

ACE

**Financial Aid Loan Specialist 2**

**SERIES PURPOSE:** The Financial Aid Loan Specialist occupation utilizes federal needs analysis and follows federal loan regulations to certify eligibility for student loan programs. Performs all duties consistent with the student loan life cycle; analyzes conflicting information and utilizes problem solving skills and available resources to resolve errors and discrepancies; reconciles loan programs; coordinates loan repayment and compliance programs; assists students and families with financial aid options and the processing of federal, state, and institutional financial aid in accordance with federal, state, and university regulations.

**CLASS CONCEPT:** Under general supervision, performs specialized and complex duties in support of the university's financial aid student loan programs and services; receives, analyzes, evaluates, and validates student financial aid loan applications; performs financial needs analysis, follows all financial aid rules and regulations as mandated by federal, state and private lenders; determines eligibility for all student loan programs; advises students and/or parents on financial aid opportunities and programs.

**JOB DUTIES:** Incumbents may perform some or all of these duties or other job-related duties as assigned.

Applies federal needs analysis and Department of Education mandated regulations to determine eligibility for student loans; reviews cost of attendance budgets, expected family contribution and student aid received and other factors including aggregate loan limits, yearly allowance, and grade level eligibility; ensures proper origination fees are charged.

Advises students on loan repayment, default aversion, and exit counseling.

Resolves errors and discrepancies; corrects over awards of aid; cancels pending loan disbursements; recalculates student loan eligibility; researches aggregate loan amounts.

Provides specialized assistance and information to students regarding financial aid programs and services available from federal and state grant, loan, work study, and other aid program sources.

Acts as a lead worker for lower-level personnel.

Processes, transmits, uploads, and downloads student financial aid information to and from funding agencies.

Effective 11/05/2024

Monitors students' academic progress to evaluate continued financial aid and loan eligibility.

Assists in the daily administration of the Financial Aid Office; answers, screens, and routes telephone calls, takes and distributes messages; greets and directs visitors; researches and responds to routine questions regarding program requirements and operations according to established procedures or refers as appropriate.

**Other Functions and Responsibilities:** Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of: supervisory principles and/or techniques\*; records management; business communications; office management; office practices and procedures; bookkeeping; government structure and process; public relations; interview techniques; counseling.

Skill in: operation of personal computer, office equipment, and software applications; written and verbal communication.

Ability to: communicate with constituents as needed to explain system of financial procedures\*; perform basic mathematic calculations; handle sensitive inquiries; write routine business letter reflecting standard procedures.

(\*) Developed after employment.

**MINIMUM QUALIFICATIONS:** At least a bachelor's degree or a high school diploma or GED and at least three years of direct experience in scholarship/student loan procedures and guidelines.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** None

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

**SEDENTARY:** work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

**UNUSUAL WORKING CONDITIONS:** Not applicable