

**Financial Aid Assistant  
Coast Community College District**

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Posted Apr. 17, 2019, set to expire Aug. 17, 2019

**Job Title** Financial Aid Assistant

**Department**

**Institution** Coast Community College District  
Costa Mesa, California

**Date Posted** Apr. 17, 2019

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Financial Aid

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**Job Description**

About Orange Coast College (OCC)

Orange Coast College's 164-acre campus is located in Costa Mesa just minutes from Southern California's beautiful beaches. Founded in 1947, with classes beginning in 1948, OCC has grown into one of the nation's largest -- and finest -- community colleges, enrolling more than 25,000 students each semester. OCC's has an unwavering commitment to equitable outcomes; inclusive practices; and rich racial, ethnic, and socioeconomic diversity. Ideal candidates for this position share OCC's devotion to educating and improving the lives of our representative student, employee, and community populations. Ideal candidates for this position share OCC's devotion to educating and improving the lives of our representative student, employee, and community populations. We currently enroll 21,498 students, the majority of whom are from racially minoritized populations: 35% of OCC's students are Latinx, 2% are African- American, 23% are Asian, less than 1% Native American, 31% are White, and 6% are multiracial. OCC engages in a variety of professional development opportunities and partnerships so that we can serve disproportionately impacted groups. Student-centered activities that

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support OCC's mission include campus-wide student success projects funded by the Office of Student Equity; partnerships with local Hispanic Serving four year institutions; active programs that work to improve the academic achievement of racially minoritized students, such as PUENTE and UMOJA; Extended Opportunity Programs and Services (EOPS) and Disabled Student Program and Services (DSPS).

### Summary

Performs general and specialized clerical duties related to processing information for student grant and other financial aid programs. Maintains student financial obligation records. Provides technical assistance and information to students, staff and the public.

### Distinguishing Career Features

The Financial Aid Assistant is the first in a multi-tiered career path for financial aid transaction processing. The Financial Aid Assistant will focus on learning the details of individual programs, and external and internal regulations, policies, and procedures while accepting and reviewing applications for completeness and entering data onto student information systems. Advancement to Technician requires two or more years in the capacity of a Financial Aid Assistant and the ability to demonstrate a working knowledge of loan and grant programs, the ability to determine eligibility and loan amounts, and ability to resolve application discrepancies. Advancement to Analyst is based on need and requires three years as a Technician, advanced knowledge of financial aid programs, the ability to update financial aid tables used in student information systems, and the ability to package financial aid applications and awards.

### Essential Duties and Responsibilities

Specific duties may vary among departments and jobs. Incumbents typically perform a substantial portion or all of the following kinds of duties:

- \* Serves as first point of contact for the office on phones and at front counter. Disseminates general financial aid information to students and the public.
- \* Assists students and parents with FAFSA financial aid applications, processing procedures, and interpreting policies of the funding organizations. Explains the different types of financial aid programs, including obligations and payment schedules.
- \* Instructs students in correct procedures for completion of forms and applications, special requirements and restrictions, and supporting documentation such as tax returns, income and housing verifications, and transcripts. Reviews completed forms for accuracy and completeness.
- \* Assists students to understand the relationship between financial aid awards and course load, grades, and other student achievement factors.
- \* Sets up appointments for financial aid counseling.

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- \* Processes applications and calculates awards for local financial aid and grants using established procedures and guides. Enters information into computer-aided databases.
- \* Schedules appointments for students to see Financial Aid Counselors. Compiles information to support conferences.
- \* Initiates first-level form letters on delinquent and defaulted loans. Receives information from the Department of Education and other sources, including internal reports, verifies account balances and student status, and initiates written contact with students. Works with students to restore current account status.
- \* May prepare standardized correspondence for/to students, verifying status and other information.
- \* Performs miscellaneous clerical duties for the office such as updating policy and procedure manuals, editing student files, replenishing forms and communication devices, collecting data for reports, and preparing general correspondence.
- \* Performs other duties as assigned that support the overall objective of the position.

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**