

**Financial Aid Specialist**  
**Community College of Philadelphia**

Direct Link: <https://www.AcademicKeys.com/r?job=256172>

Downloaded On: Jun. 30, 2025 8:29pm

Posted Apr. 24, 2025, set to expire Aug. 22, 2025

**Job Title** Financial Aid Specialist  
**Department** All Jobs  
**Institution** Community College of Philadelphia  
Philadelphia, Pennsylvania

**Date Posted** Apr. 24, 2025

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Financial Aid

**Apply Online Here** <https://www.click2apply.net/JLB4WycQX2n52CadqHRdGx>

**Apply By Email**

**Job Description**

## Posting Details

### Position Information

The Financial Aid Specialist is a Financial Aid team member assigned to the College's Campus. This position reports to the Manager of Financial Aid Operations. This position coordinates the intake process for students who need financial aid counseling and provides expertise while assisting front counter staff in responding to students with questions related to financial aid to ensure students receive the highest level of customer service and support. This position collaborates with the Student Tuition

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Services Office, Office of Records and Registration, Office of Dean of Students and various other offices to research and resolve financial aid payment problems, bookstore credits, holds and other matters affecting student aid. The Financial Aid Specialist counsels students and parents on financial aid; reviews, verifies and awards financial aid packages; represents the College at on-campus and off-campus events, and assists in the supervision of the Office's federal work-study students.

This posting is for two positions - one position is currently located at our Main Campus and the other is located at our Northeast Regional Center. Please note that work locations are subject to change based on the operational needs of the College.

### College Intro

*Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.*

*Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.*

### Specific Responsibilities

- Counsel prospective students, continuing students, parents and families regarding the financial aid application process and eligibility for Federal and State aid, and assist them with the on-line process of completing a FAFSA application.
- Assist students in applying for Federal and private loans and scholarships, understanding and completing the institutional payment plan, and resolve rejected aid applications.

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- Communicate with students and families via written, voice, and electronic media in order to relay information about student's eligibility or to request further documentation to determine eligibility.
- Track documentation received by students utilizing the document management process; create files for new students and continuing students; appropriately file, at Main Campus, documents received at Regional Centers and merge documents for students that possess duplicate files.
- Update student's aid in Banner, add student loans to student's aid package; correspond with Coordinator, Student Loan Program to ensure student is receiving appropriate amount requested.
- Verify information on the Institutional Student Information Report (ISIR) and compare with the information on the student's or parent's Federal tax return.
- Collaborate with outside offices, research and resolve financial aid payment problems, including those identified by Student Tuition Services office and Office of Student Records and Registration.
- Resolve Student Tuition Services Office holds and explain resolution to students.
- Work with advisors and counselors to make recommendations to students who were dropped for poor scholarship; correspond with Records and Registration to resolve enrollment status issues and to ensure that student has completed required testing.
- Conduct workshops and presentations for new and continuing students.
- Generate and reconcile reports.

### Minimum Qualifications

- Bachelor's degree required. Any and all degrees must be from a recognized institutional accreditor.
- Excellent communication (oral and written) and interpersonal skills in all media (phone, face to face, and email).
- Demonstrated knowledge of financial aid regulations required.
- Experience working with people from culturally diverse and economic backgrounds.
- Ability to use independent judgment in making administrative/procedural decisions with minimal supervision.
- Strong customer services and collaboration skills required.
- Commitment to the mission of an urban community college required.
- Must be able to foster a positive and productive work environment, with ability to help lead and motivate staff, and model exceptional service to internal and external customers.
- Ability to demonstrate a positive attitude towards daily challenges and ability to process high volumes of work with accuracy required.
- Ability to manage multiple, simultaneous priorities and meet deadlines required.
- Demonstrated proficiency using MS Word and Excel, and Internet applications; experience with

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Ellucian Banner highly desirable.

- Access to reliable transportation is required.

**Preferred Qualifications**

- One (1) year of financial aid work experience preferred.
- Experience in, and appreciation for, a collective bargaining environment is preferred

**Benefits:**

*“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.*

**Full-time faculty and staff benefits include:**

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

**Additional College benefits:**

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:  
<https://www.myccp.online/human-resources/benefits-eligibility>

**Interested candidates should complete an online application.**

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- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

*Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.*

## Supplemental Questions

Required fields are indicated with an asterisk (\*).

1. \* How did you hear about Community College of Philadelphia?
  - CareerBuilder.com
  - HigherEdJobs.com
  - LinkedIn
  - The Chronicle
  - Veterans Job Fair
  - Professional & Technology Diversity Career Fair
  - AL DIA - Diversity Career Fair
  - Community College of Philadelphia Website
  - Indeed.com
  - Other
2. \* If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. \* What is the highest level of education you have completed?
  - No Response
  - High School/GED
  - Associates Degree
  - Bachelor's Degree

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- Master's Degree
  - Doctorate
  - Other
4. \* Do you have a minimum of one year of work experience in college financial aid with demonstrated knowledge of financial aid federal and state regulations?
- Yes
  - No
5. \* This position has two openings. One at our Main Campus and the other at our Northeast Regional Center. Please select your preferred working location.
- NERC
  - Main Campus
  - No preference. Open to both locations.
6. \* Are you comfortable with traveling to different college regional centers during the workweek?
- Yes
  - No

## **Documents Needed to Apply**

### **Required Documents**

1. Resume
2. Cover Letter/Letter of Application

### **Optional Documents**

1. References

### **Contact Information**

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

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**Contact** Abby Ametrano Aametrano@ccp.edu  
All Jobs  
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