

**Financial Aid Specialist  
Central Oregon Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=260747>

Downloaded On: Aug. 5, 2025 6:59pm

Posted Aug. 5, 2025, set to expire Aug. 17, 2025

**Job Title** Financial Aid Specialist  
**Department** Financial Aid  
**Institution** Central Oregon Community College  
Bend, Oregon

**Date Posted** Aug. 5, 2025

**Application Deadline** 08/17/2025  
**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Financial Aid

**Apply Online Here** <https://apptrkr.com/6442332>

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**Job Description**

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**Financial Aid Specialist**

**Position Number:** B93PD

**Starting Wage/Salary:** \$20.71-\$21.87/hr plus exceptional benefits

**Close Date:** 08/17/2025

**Primary Purpose:**

The Financial Aid Specialist position serves as a financial aid loan specialist ensuring timely and accurate processing of federal and private loan programs. This position also serves as a resource for and perform services to successfully guide students through the financial aid process to include

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processing of applications, compile and organize forms, verify records, obtain information to determine eligibility for financial aid programs.

### **Essential Duties and Responsibilities:**

#### ***Financial Aid Loan Specialist:***

- Participate as part of the Student Financial Aid team to support the Colleges mission, vision, values and goals and a shared vision of excellence in student services.
- Participate in continuous improvement by inviting and providing honest and timely feedback. Adjust work flow and tasks in order to support the overall needs of the team.
- Manage the technical flow of loan transactions from all sources, including Banner and Department of Education systems.
- Use college and Federal Student Aid portals to import and export loan files to federal agencies and third-party servicers. Read available training sources and participate in assigned professional development to determine if changes are being made to loan regulations or processes.
- Assist students in understanding various types of loans (Stafford, PLUS, Alternative) and resolve data issues with prospective, current, and past loans.
- Counsel students and parents in responsible borrowing.
- Revise loans with financial aid award to ensure compliance with regulations.
- Perform monthly loan reconciliation.

#### ***Customer Service Specialist:***

- Answer student questions, provide personal financial aid information and materials to walk-in visitors and students.
- Provide financial aid information to callers on department phone line. Forward information for follow-up by other staff members if necessary.
- Monitor department email inquiries, track and respond to all messages in a timely manner. Forward information for follow-up by other staff members if necessary.
- Analyze and recommend improvements and program changes necessary for quality customer service and regulation compliance.
- Share program information and resources with interested faculty, staff, and community partners.
- Serve on college committees and task forces as assigned.
- Perform other essential duties as assigned.

#### ***Title IV Returns Specialist:***

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- Beginning on the Tuesday of the third week of the term, runs reports which identifies students who have dropped or changed all classes from credit to audit during the previous week.
- Calculates unearned original charges, returns the money to the appropriate agency and notifies the student of the charge to their account.

### **Knowledge, Skills, and Abilities:**

Individuals must possess these knowledge, skills and abilities or demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities. The incumbent is expected to follow College work rules and policies.

- Ability to be familiar with internal department processes so that, if necessary, can serve as backup personnel for processing student files.
- Ability to handle production projects, problem research and file processing while dealing with continual interruptions from counter traffic and phone calls.
- Ability to use good listening skills to communicate with students in response to a variety of questions i.e., Satisfactory Academic Policy, reasons for financial aid not being ready, amount available to borrow, ramifications of dropping classes, etc.
- Ability/skills to competently advise and/or serve students from a variety of backgrounds, respecting cultural and socio-economic differences.
- Ability to determine timelines for format/design, production and mailing of large volumes of letters to students.
- Ability to understand and effectively use administrative software system (Banner) to accomplish job functions.
- Ability to work well in teams and with customers.
- Ability to understand and use software to create work applications and reports.
- Ability to work accurately and in detail.
- Ability to understand all internal policies and stay current with financial aid regulatory changes by monitoring professional websites and attending seminars as required.
- Ability to use a fax machine, photocopier, computer, multi-line telephone, folding machine, and shredder.
- Ability to communicate effectively, both orally and in writing, using the English language with or without the use of an interpreter.
- Ability to demonstrate essential job functions outlined above.
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience.

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**Minimum Requirements:**

**Education**

- Associates degree or completion of equivalent college-level coursework.

**Experience**

- Two years experience in a high volume, service-oriented environment using multi-phone lines and providing customer service.

**Preferred Qualifications:**

- Bachelors degree.
- Experience with Ellucian Banner software.
- Experience working in community colleges, school districts, or public entities.

**To apply, visit <https://jobs.cocc.edu/postings/11514>**

The goal of Central Oregon Community College is to provide an atmosphere that encourages our faculty, staff and students to realize their full potential. In support of this goal, it is the policy of Central Oregon Community College that there will be no discrimination or harassment on the basis of age, disability, sex, marital status, national origin, ethnicity, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran or military status, pregnancy or any other classes protected under federal and state statutes in any education program, activities or employment. Persons with questions about this statement should contact Human Resources at 541.383.7216 or the Vice President for Student Affairs at 541.383.7211.

This policy covers nondiscrimination in both employment and access to educational opportunities. When brought to the attention of the appropriate parties, any such actions will be promptly and equitably responded to according to the process outlined in general procedures sections N-1, N-2, or N-3.

In support of COCCs EEO statement, bilingual fluency in English and Spanish is considered a plus,

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along with experience working in a diverse multicultural setting.

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**Contact Information**

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

**Contact**

Financial Aid  
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