

**Enrollment & Financial Services Advisor
West Valley-Mission Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=268801>

Downloaded On: Nov. 29, 2025 4:12am

Posted Nov. 28, 2025, set to expire Jan. 4, 2026

Job Title	Enrollment & Financial Services Advisor
Department	
Institution	West Valley-Mission Community College District Santa Clara, California
Date Posted	Nov. 28, 2025
Application Deadline	01/04/2026
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Accounting & Finance
Apply Online Here	https://apptrkr.com/6747535
Apply By Email	
Job Description	

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Enrollment & Financial Services Advisor

Closing Date: 01/04/2026

Definition:

Mission College is seeking a talented Enrollment and Financial Services Advisor on the Financial Aid team.

Mission College, located in Santa Clara, the heart of the Silicon Valley, is a proud Hispanic Serving Institution (HSI) and Asian American Native American Pacific Islander Serving Institution (AANAPISI).

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As a designated Caring Campus, we prioritize connection, compassion, and belonging in all that we do.

We are deeply committed to diversity, equity, inclusion, and anti-racism, not just as values, but as everyday practices. Our greatest strength is our people. At Mission, employees are encouraged to bring their full, authentic selves to work. We lead with heart, honor lived experience, and center students in every decision.

With innovative programs, a student-focused culture, and award-winning faculty and staff, Mission College has earned recognition for advancing equitable student outcomes, supporting basic needs, and driving workforce development. This is more than a place to work - its a place to belong, grow, and make a real impact.

Reporting to the Program Director of Enrollment and Financial Services, the Enrollment and Financial Services Advisor provides a variety of technical duties related to financial aid and admissions and records; provides accurate and timely information to students, families, faculty, and staff in a customer-service oriented manner, effectively advises eligible students to apply for free grants, emergency aid, scholarships, and loans; assists with warm handoffs to other support services, including counseling services and the rising scholars program, reviews applications in suspense and follows up with students, completes the verification process referencing federal and state regulations; completes timely and accurate Return to Title IV calculations, awards federal and state grants and loans to eligible students; processes loan applications; uses federal and state software tools to verify application status, eligibility and makes corrections to applications; uses and updates Banner Financial Aid, references Banner Student module, use of Banner Document Management System to archive documents for auditing purposes; use of federal and state systems. Maintains comprehensive procedures; provides training to new hires, knowledgeable of federal and state policies; actively participates in committees, work groups, and training with Financial Aid and Admissions and Records staff, counselors, IS staff, and others. Implements process improvements to strengthen the overall student financial aid experience. Scheduling may include evenings and occasional weekends.

Assignment:

100% of full time, 37.5 hours per week, 12 months per year, with anticipated start date of March 2026. Schedule may change to include some evening or weekend hours, as needed. This position is represented by the West Valley-Mission Classified Employees Association (WVMCEA), Office, Technical & Business Services Employee Unit.

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Work Location: Mission College, Santa Clara, CA

Salary and Benefits:

Anticipated Hiring Range:

\$6,733.42-\$7,329.67 monthly (WVMCEA Salary Schedule, Range 57, Steps A-C).

Benefits include:

- Employer-contributed medical, dental and vision for employee, spouse, and/or dependents.
- Employer-paid long term disability for employee.
- Employer-provided life insurance.
- 14 paid holidays, plus 1 floating holiday annually; paid non-workdays between Christmas and New Year.
- 12 days vacation leave accrued annually; rate increases step-wise up to maximum 22 days vacation leave accrued annually.
- 12 days sick leave accrued annually.
- Personal necessity leave and personal business leave.
- Educational growth incentive program from \$45 to \$225 monthly.
- \$1000 longevity award annually after 10 years of service and \$1,500 longevity award annually after 15 years of service.
- CalPERS retirement.
- Position is union affiliated.

Minimum Qualifications:

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Education: Equivalent to an Associates degree from an accredited college with major coursework in a business, general education, or a related field.
- Experience: Two years of responsible experience involving student academic records or financial aid.

AND

Understanding of, and sensitivity to the diverse academic, socio-economic, ethnic, religious and

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cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

Desired Qualification:

Knowledge and Abilities:

Knowledge of

- Procedures, methods, and references used in the evaluation of student records.
- Principles and practices of basic math and statistical data reporting; record keeping techniques.
- Modern office practices, procedures, and equipment, including applicable software programs and database management systems.
- Pertinent federal, state, and district laws, rules, regulations, policies and procedures.
- Depending on initial area of assignment, knowledge of either college course equivalencies, descriptions and numbering systems; and general education, major, degree, and transfer requirements; OR, student eligibility requirements for a variety of state and federal aid programs, and methods and practices of needs assessment and award packaging.
- Policies and procedures of district admissions and records process.
- Student eligibility requirements for a variety of state and federal aid programs; methods and practices of financial aid needs assessment and award packaging.
- General education, major, degree, and transfer requirements; course equivalencies, descriptions and numbering systems.
- Database and software programs specific to the district enrollment process.
- Specific federal and state laws, codes, and ordinances pertaining to area of assignment.

Ability to

- Evaluate student records and transcripts; determine eligibility requirements for transfer credit, graduation, athletic or veterans programs, and financial aid programs.
- Effectively present information regarding enrollment and financial services programs to students, faculty, staff, and the public.
- Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.
- On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means;

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and lift or carry weight of 10 pounds or less.

- Make arithmetical calculations with speed and accuracy.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.

Examples of Duties and Responsibilities:

Duties may include, but are not limited to, the following:

- Advise, assist, and provide a variety of technical duties related to admissions, records, athletics, veterans, and financial aid; review application packets and assist students with completion as necessary.
- Serve as the initial source of information and assistance to the public; provide information regarding college schedules, catalogs, policies and procedures, registration and admission processes, matriculation, graduation requirements, transcript requests, financial aid, and veterans or other college programs and services.
- Receive, review, evaluate, and correct errors on a variety of forms, applications, reports and records related to student enrollment, eligibility, and financial services programs.
- Compile, record, input, post, update, verify, monitor and retrieve student data, including grades; assist in the preparation of federal, state, and district reports regarding student academic progress and status.
- Review and document student eligibility for admission, degrees, certificates, transfer, and financial assistance or awards.
- Collect payment for student fees, tuition, and other charges; document, balance and maintain funds according to established and accepted procedures; perform daily reconciliations as needed.
- May receive billing approval for student veterans and other student billing and prepare invoices.
- Establish and maintain student files using a variety of technology systems and software; troubleshoot errors in applicable software and database programs; advise students of

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status, changes, errors or omissions.

- Generate, verify and monitor computer reports to ensure accuracy and compliance with established requirements; reconcile financial and statistical data.
- Update and maintain a variety of manual and electronic forms and information, including posting information to district and/or college websites.
- Confer with and provide information to counselors, administrators and faculty regarding a variety of student information and records.
- Make presentations to large and small student groups regarding processes, requirements and procedures of area of assignment; assist with outreach events and functions.
- Train and assign work to student workers; track and process student worker timesheets.
- Receive, open, sort, and distribute incoming mail and related forms; process requests for transcripts to and from other colleges and universities.
- Provide assistance and information regarding department policies and procedures, and evaluation and processing of student records; answer questions and resolve issues related to student academic concerns.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

APPLICATION INFORMATION:

- Interested applicants must submit online all materials requested, including: (1) A completed online West Valley-Mission Community College District application; (2) Supplemental application questions; (3) Resume; (4) Unofficial copies of transcripts, if requested; (5) Cover letter and/or reference list, if requested; and (6) Any requested licenses or certificates, if applicable.
- All sections of the online application, including Education and Educational Work History, must be completed thoroughly.
- Supervisor(s) name(s) and telephone numbers must be included in the application.
- Incomplete applications will not be considered.
- Do NOT send unrequested materials. Unrequested materials will be removed from your application and will not be used for consideration of employment.
- The employment application and supporting documents represent you; it is to your advantage to fill out the application form carefully and completely.

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ABOUT TRANSCRIPTS:

- If a minimum requirement is possession of a degree, then a copy of transcripts is required to be included with your application to verify the degree being awarded. If no transcripts are included, the application may be screened as not meeting minimum requirements.
- Should the minimum qualifications state "any combination equivalent to," then additional relevant work experience may substitute for education. In this case, please upload a document stating such in the Required Transcripts document field.
- Degrees must have been awarded by a college or university accredited by an accrediting body recognized by the U.S. Council on Post-Secondary Accreditation and/or the U.S. Department of Education.
- Candidates with degrees earned outside of the United States must provide official certification of equivalency to U. S. degrees by a certified U. S. credential review service, must have a U.S. evaluation (course by course of the transcripts) and must be submitted with this online application.
- If you do not have an electronic version of the transcript, you can get it scanned at an office supply or copy store; then attach the electronic version of your transcript to this online application.
- Copies of diplomas, grade reports, graduation petitions, transcript evaluations requests, or similar documents WILL NOT be accepted in lieu of transcripts.
- Encrypted, secured, or password-protected attachments cannot be uploaded.

For reasonable accommodations and assistance, contact:

Office of Human Resources, Attn: Recruitment

14000 Fruitvale Ave, Saratoga, CA 95070

Phone: (408) 741-2174 Fax: (408) 408-741-2564

Email: Careers@wvm.edu

Selection Process:

SELECTION PROCESS INFORMATION:

- After the deadline date, a committee will review and evaluate applications and supporting materials to select the applicants to be interviewed. Meeting the minimum qualifications does not assure the candidate an interview.
- All candidates will receive an e-notification to acknowledge receipt of their application materials. If not contacted within 3-6 weeks following the close of the recruitment, no suitable match was determined at this time.

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- Travel expenses to attend first-level interview are the responsibility of the candidate.
- Application materials become the property of the District and will not be returned or duplicated.
- The district may choose to re-advertise or indefinitely delay filling a position. Some positions may include first and second level interviews.
- The district reserves the right to contact former, current, the most recent employers, and others to investigate past employment records of applicants.
- Any tentative verbal offer of employment is contingent upon formal approval of the college Governing Board.
- Upon hire the successful candidate must provide the required documents of identity and authorization to work and attest he/she is authorized to work in the United States.
- The district does not provide visa sponsorship.

EEO STATEMENT:

West Valley-Mission Community College District is an Equal Opportunity Employer that seeks to employ a diverse workforce who will contribute to an inclusive and welcoming educational and employment environment. The District is committed to nondiscrimination on the basis of ethnic group identification, race, color, national origin, religion, age, sex, physical disability, mental disability, genetic information, ancestry, gender identity, gender expression, sexual orientation, language, accent, citizenship status, transgender status, parental status, marital status, economic status, military or veteran status, and medical condition consistent with applicable federal and state laws.

Special Instructions to the Applicant:

Posting Number: FY22/23-304FT

Open Date: 11/24/2025

Close Date: 01/04/2026

Open Until Filled: No

For more information on this position and to apply, please visit our website at the following link:

wvm.peopleadmin.com

West Valley-Mission Community College District is an Equal Opportunity Employer.

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Contact Information

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

Contact

N/A

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