



Connecticut State Community College  
Job Description  
Financial Aid Assistant

Salary Level:  
CCP 14

Date Approved/Revised:  
4/19/22

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**Position Purpose**

The Financial Aid Assistant assists in the operational support of the Financial Aid Office.

Funding sources include federal, state and private organizations from which the College solicits grants and loans. These sources have extensive reporting and compliance regulations requiring the use of complex networked information systems.

The position's role is primarily assisting students and families in applying for financial aid. This is a position designed for individuals who may be new to a professional role in financial aid, or for individuals who are previous student workers in a financial aid office as a pathway to a career in the profession.

**Supervisory and Other Relationships**

The Financial Aid Assistant works under the direction of the Campus Supervisor, Financial Aid Services or other designated professional staff in the financial aid office. This position may train and lead student workers, if assigned.

The position requires incumbents to have extensive cooperative relationships with a variety of students, parents, staff and administrators throughout the campus. This involves obtaining and processing information of a confidential nature and requires the incumbent to protect the confidentiality of that information. The Financial Aid Assistant is expected to represent the institution in a positive manner and to collaborate with academic and student services departments to attract and retain students.

**Major Accountabilities**

The Financial Aid Assistant is accountable for assisting in the operation of the institution's financial aid programs which includes attracting and retaining students and helping to make it possible for qualified students to attend the institution. This accountability is achieved through effective performance in these essential functional areas:

- Program Operation;
- Training and leading student workers.

**Examples of Duties**

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not all inclusive. Other essential duties may be assigned consistent with the general scope of the position.

A. *Program Operation:* The Financial Aid Assistant is accountable for participating and assisting in the accurate and proper distribution of financial assistance to the institution's eligible students. The accountability includes such essential tasks as:

1. Communicates with current and prospective students and parents to explain the process of applying for financial aid.
2. Prepares and/or assists in the preparation of financial aid applications, including items related to verification, ISIR comments, and rejected applications.

3. Monitors Satisfactory Academic Progress under the standard approved by the Board of Regents for Higher Education.

B. Trains and Leads Student and Clerical Workers: The Financial Aid Assistant is accountable for assisting in providing work direction and training for student and clerical personnel. This accountability includes such essential tasks as:

1. Trains assigned student workers in office procedures and support skills; and,
2. Provides direction to student workers in performing special projects assigned by the Campus Supervisor, Financial Aid Services or other office staff.

### **Professional Participation and Development**

In addition to the accountabilities listed above, the Financial Aid Assistant is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces; and,
- Attendance and participation at committee, staff, informational and professional meetings.

All of these duties may involve attendance at evening or week-end events, within contractual limits.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competency, including required computer skills and bodies of knowledge required for proficiency in this role.

### **Qualifications**

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.).

Incumbents are required to have demonstrated knowledge and abilities in the following areas:

- Limited familiarity with federal, state and private funding sources of financial aid assistance programs;
- Demonstrate ability to relate favorably to students, parents and the college community,
- Strong organizational skills.
- The ability to multi-task in a fast-paced environment.
- Strong interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include an Associate's degree in an appropriately related field together with two years of related experience; or a combination of education, training and experience which would lead to the competencies required for the successful performance of the position's essential duties.

### **Work Environment**

Incumbents perform most of their work in office settings where minimal physical effort is required. Incumbents operate personal computers and related equipment. Normally, travel is not required except for attendance at off-site meetings or conferences.