



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Financial Aid Officer
POSITION NO.	502841
LOCATION	Warwick Campus
REPORTS TO	Associate Director Financial Aid
GRADE	PSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	N/A
LIMITATION (if applicable)	N/A
REVISION DATE	April 2025

JOB SUMMARY:

The Financial Aid Office provides access to higher education by removing financial barriers for students through the availability of federal, state, institutional and private assistance programs. Our mission is to provide excellent service to students and their families while helping them to navigate the application process while remaining in compliance with applicable regulations.

The Financial Aid Officer will assist with the accurate processing of federal and private loan applications in a highly automated environment. The individual will provide student service in person and via phone, email and text to assist with all aspects of the financial aid process. This position requires regular interaction with other Student Affairs and College departments as well as outside agencies.

DUTIES AND RESPONSIBILITIES:

Commitment To CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others in a diverse and inclusive environment
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences

Dedication to Student Service:

- Provide excellent service to students, their families, outside agency personnel and members of the college community
- Assist students with the completion of all aspects of the application for financial aid, ensuring completion through the receipt of a financial aid package
- Respond to student inquiries in person, by phone, email and text message and place outgoing outreach calls to offer assistance with enrollment steps
- Facilitate in person and online workshops to assist with FAFSA completion, provide financial literacy information and other topics. Represent the Financial Aid Office at internal and external events

Reporting and Data Management:

- Determine student eligibility for federal, state and institutional financial aid programs. Post third party and outside scholarship awards
- Recalculate aid eligibility based on changes in family income, changes in enrollment, withdrawal from the college, etc.
- Originate and process federal loan applications, transmit to the federal COD website and resolve errors and rejects
- Reconcile disbursed funds on an ongoing basis, ensuring balances match Business Office records
- Import all federal financial aid data files, effectively monitoring data to ensure accuracy
- Review verification documents, including tax returns to determine file completion
- Run ARGOS reports and track student data within Excel spreadsheets
- Complete records for outside agencies as needed

- Read and interpret federal and state financial aid regulations and guidance

Departmental Support:

- Attend college meetings and other external financial aid conferences and trainings to maintain up-to-date knowledge of the higher education environment
- Communicate effectively with supervisor and co-workers to ensure successful departmental operations
- Assist in special projects and other duties as required
- Review financial aid applications to determine the extent of financial needs and make awards of financial support within the limits set by established policies, rules and regulations; audit and adjust awards on a continuous basis; revise estimates of need as students and/or parents report changes in their financial circumstances
- Calculate prorations for student financial aid refunds; notify the appropriate funding agency of refund and amount
- Conduct personal interviews with students and their parents regarding financial aid
- Determine student eligibility for the Federal Direct Subsidized Stafford Loan, Federal Direct Unsubsidized Stafford Loan, Federal Parent Plus Loan, and Alternative Loans. Counsel borrowers regarding loan obligations, repayment plans and the possible consequences of loan default
- Determine and process scholarships and grants, including but not limited to Federal Pell Grants, Federal Supplemental Educational Opportunity Grants and Rhode Island State grants
- Monitor CCRI aid expenditures and aid recipients' Satisfactory Academic Progress according to Community College Academic Eligibility Policy and Federal Guidelines
- Oversee Financial Aid Ambassador Program to support FAFSA completion workshops. Facilitate and participate in FAFSA completion workshops on and off campus
- Write and design Student Financial Aid publications, manuals and forms
- Participate in the formulation of student aid policies, procedures and operations
- Certify forms from other state and federal agencies that require financial aid and enrollment data
- Attend off-campus workshops and department meetings scheduled on a rotating campus basis
- Serve as liaison with other College offices such as Enrollment Services, Bursar's Office, Controller's Office, and Access to Opportunity

OTHER DUTIES AND RESPONSIBILITIES:

- Perform outreach duties; conduct Financial Aid workshops at high schools and Community College events
- Perform other related duties as required

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree
- At least one year of experience in the administration of student financial aid services at an institution of higher education
- At least one year of customer service and/or student service experience

PREFERRED QUALIFICATIONS:

- Strong organizational and analytical skills
- Experience user of a Student Information System, preferably Banner
- Proficiency with office technology such as Word, Outlook, Excel, etc.
- Ability to communicate effectively, verbally, and in writing
- Bilingual language skills

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.