



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Financial Aid Officer
POSITION NO.	501009, 502908, 501668
LOCATION	Multiple
REPORTS TO	Associate Director of Financial Aid
GRADE	PSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	N/A
REVISION DATE	May 2023

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, state and institutional financial aid programs 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 reports 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.

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.
- Experienced 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.