



JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 07/12/2013

DATE:	9/5/2017	POSITION #:	FS9717
NAME OF INCUMBENT(S):	Derik Redding		
JOB TITLE:	Financial Aid Specialist and Administrative Assistant		
DIVISION:	Financial Services		
DEPARTMENT:	Financial Aid		
PAY TABLE/LEVEL/GRADE:	ESP Level 5	REPORTS TO:	FA9961

STATUS: *Please click the appropriate boxes that apply.*

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Regular/Continuing | <input type="checkbox"/> Temporary/Limited Duration | <input checked="" type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: | <input checked="" type="checkbox"/> Individual Position | <input type="checkbox"/> Part-Time: _____ Hours/Week |
| <input type="checkbox"/> Non-Bargaining | <input type="checkbox"/> Pooled Position: | |
| <input type="checkbox"/> Provisional/Grant Funded | _____ No. of Employee if this position is pooled. | |

JOB SUMMARY: *(This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.)*

Manage the Financial Aid Office by providing direction and expert knowledge of daily operations and human resource needs, including oversight of the department budget and customer service phone schedule, maintenance of contracts, compliance with purchasing and accounting rules and policies, and on-going operational improvements. Assist the Senior Director of Financial Aid and Title IV Compliance with the compliance and management of the Program Participation Agreement (PPA) and Eligibility and Certification Approval Report (ECAR), Gainful Employment and Net Price Calculator Disclosure Requirements. Collaborate with financial aid staff and external departments to provide effective communication (email, letter, Web, and Robocall) to students. Maintain a high degree of professionalism, integrity, ethics, confidentiality, accuracy in judgment, and independent decision making.

DIRECT REPORTS: *(If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).*

Direct Report(s):	
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ESSENTIAL DUTIES AND RESPONSIBILITIES: *Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.*

%	No.	Essential Duties and Responsibilities
<u>30</u>	1	Manage the Financial Aid Office by providing direction and expert knowledge of daily operations and human resource needs including oversight of the department budget and customer service phone schedule, maintenance of contracts, compliance with purchasing and accounting rules and policies, and on-going operational improvements.
<u>20</u>	2	Establish and manage departmental human resource procedures to ensure compliance with institutional policies and procedures to assist in maintaining a diverse work population. Develop and maintain operational procedures and practices for on-boarding and off-boarding of all financial aid employees and other employees who have access to financial aid systems.
<u>10</u>	3	Assist the Senior Director of Financial Aid and Title IV Compliance with the compliance and management of the Program Participation Agreement (PPA) and Eligibility and Certification Approval Report (ECAR), Gainful Employment and Net Price Calculator Disclosure Requirements.
<u>10</u>	4	Coordinate events and activities to promote financial aid awareness and student employment opportunities by collaborating with Marketing and financial aid staff.
<u>10</u>	5	Serve as the college resource to students, educational institutions, and other agencies regarding the completion of financial aid award verification requests.
<u>5</u>	6	Collaborate with the Financial Aid Leadership Team and external departments to provide effective communication including oversight of Web content, sending Robocalls to specific populations of students, electronic messaging, and informing student loan borrowers who have graduated or dropped below half-time of the their rights and responsibilities.
<u>5</u>	7	Oversee the design and maintenance of the Financial Aid Workspace.
<u>10</u>	8	Contribute to the mission of the Financial Aid Office by performing independent analytical decision making to articulate complex information to internal and external constituents about the admissions, registration, and financial processes. Requires accessing, interpreting, and applying federal, state, and institutional policies while maintaining student confidentiality, professionalism and excellent customer service. Perform other duties as assigned.
	9	<i>Click here to enter text.</i>
	10	<i>Click here to enter text.</i>
	11	<i>Click here to enter text.</i>
	12	<i>Click here to enter text.</i>
	13	<i>Click here to enter text.</i>
	14	<i>Click here to enter text.</i>
	15	<i>Click here to enter text.</i>

CORE COMPETENCIES. Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

KNOWLEDGE: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job

- Knowledge of federal, state, and institutional rules, regulations, policies, and procedures.
- Knowledge of financial aid and associated system requirements.
- Broad understanding of Banner system and Human Resource Cornerstone System.
- Knowledge of the Family Education Rights and Privacy Act (FERPA) and how it applies to students and staff.

COMMUNICATION/INFLUENCE: Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.

- Strong communication and problem solving skills.
- Ability to articulate complex business rules and requirements to staff, students, and vendors.
- Ability to collaborate both internally and externally to promote effective communication.

- Ability to communicate in a variety of modes (e.g., electronic, group, telephone, and individual) using active listening and questioning.

PROBLEM SOLVING: *Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.*

- Creative and flexible problem-solving skills to achieve results for students and staff.
- Ability to analyze data, processes, and complex situations to determine a best course of action.
- Independently perform a variety of duties and balance multiple priorities.
- Possess strong conflict resolution and organizational skills.
- Recognize and identify process improvement opportunities and solutions.

LEADERSHIP: *Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.*

- Ability to initiate new processes in response to emerging needs of a complex, fast-paced, and changing work environment.
- Ability to maintain a strict level of confidentiality and high level of professionalism.
- Ability to create a positive work environment built on integrity and trust.

EDUCATIONAL/EXPERIENCE REQUIREMENTS: *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

- ☞ Bachelor’s degree and minimum 1 year relevant work experience, or Associate’s Degree with minimum 3 years relevant work experience.
- ☞ 1-2 years financial aid or other heavily regulated industry experience preferred.
- ☞ 1-2 years office administration experience preferred.
- ☞ Banner experience preferred.

PHYSICAL AND MENTAL REQUIREMENTS: *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

WORK ENVIRONMENT: *Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

Incumbent’s Name (if any).		Incumbent’s Signature*	Date
Supervisor’s Name		Supervisor’s Signature*	Date
Dean/ELT’s Name		Dean/ELT’s Signature	Date
<i>Note: Signature means approval, otherwise return for signatures.</i>			
Human Resources Rep.		HR Rep Signature	Date
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>			

Lansing Community College

ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form . Fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: Enter Position #.

Date: Click to enter a date.

Supervisor's Position #: FA9892

Materials Used:

Standard Office Equipment:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop) | <input checked="" type="checkbox"/> Paper and Pencil/pen |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list: Click here to enter text.

Standard Trades Equipment:

- Carpentry Electrical Plumbing

Others repair/maintenance tools, please list: Click here to enter text.

Mental Functions:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things) | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data) |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations) | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations) | |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) | |

Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- | | | | | |
|--|--|--|--|------------------------------------|
| <input type="checkbox"/> Climbing | <input type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input type="checkbox"/> Balancing | <input type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding | |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
 - Medium (exert 21-50 lbs of force, walk/stand frequently)
 - Heavy (exert 51-100 lbs of force, walk/stand routinely)
 - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions:

- | | |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind) | <input type="checkbox"/> Vibrations |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises |
| <input type="checkbox"/> Confined/restricted spaces | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |