BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Senior Financial Aid Specialist

DEPARTMENT: Financial Aid/Student Affairs

FUNCTION: Coordinates and administers all facets of one or more aid programs and major office operations; ensures programs and office operations are managed effectively, efficiently, with a strong service orientation, and in compliance with federal, state, and institutional regulations. Participates in planning and implementing annual goals and objectives. Educates and counsels students and parents on all aspects of Financial Aid programs; performs verification reviews and database match resolutions.

REPORTS TO: Assistant Director of Financial Aid

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Coordinates and administers all facets of one or more aid programs and major office operations; performs processing for applications, grant/scholarships and loan programs, student employment, and SAP review; recalculates aid eligibility.
2. Provides customer service support; monitors student enrollment and communicates status notification; coordinates student appeals review and Title IV funds review, processing and return.
3. Counsels students and parents on Financial Aid opportunities, entrance and exit procedures, application processes, funds delivery, and managing college costs and debt.
4. Prepares all forms, consumer information disclosures, and student communications to inform students of the program eligibility requirements, their rights and responsibilities, and institutional procedures related to the programs and services.
5. Promotes the use of online, web-based services such as FAFSA on the Web for entrance and exit counseling; collaborates with Information Technology to ensure accurate and current web content.
6. Reconciles and reports on the status of assigned program(s) or operations(s) on a regular basis, including the review and correction of ISIR records selected for verification.
7. Assists the Executive Director and Assistant Director with state and federal regulations and requirements reviews; maintains current policies and procedures for programs and office operations.
8. Develops workshops and activities to educate students and parents on Financial Aid opportunities.
9. Performs additional tasks or duties as assigned by the Assistant Director of Financial Aid or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Possesses advanced knowledge of State and Federal Laws and Financial Aid regulations. Functional Knowledge of DATATEL’s Colleague is preferred. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s Degree

Experience: Minimum of 2 years of Financial Aid experience, preferably at a community college. Experience managing one or more aid programs or major office operations is required

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Member

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE