



Job Title: Financial Aid Assistant
Status: Full-Time; Temporary
Department: San Jose
Reports To: Center Director

Under the supervision of the Center Director, performs duties associated with state and federal Financial Aid and other support services. Advises and counsels students on fund source eligibility requirements, CET student policies and procedures. Enters and maintains student information using computer database software. Ensure that CET philosophy, quality service to customers (both internal and external), sound economic principles, and an environment conducive to innovation, positive thinking, and collaboration is carried out in the performance of the duties of the position. For compliance with financial aid regulations and policies, the Financial Aid Assistant will have the oversight of the Corporate Financial Aid Department.

ESSENTIAL JOB FUNCTIONS (May include but is not limited to the following):

- Counsels and advises students about financial aid eligibility, application procedures, aid programs, costs, and indebtedness; individualizes information to the particular needs and situation of the student.
- Collects and/or analyzes financial data on students to determine aid eligibility and make awards within federal, donor and/or institutional guidelines.
- Evaluates unusual/mitigating circumstance documentation or information provided by the student; exercises professional judgment by making adjustments or revisions, contribution, need or dependency status as exceptions to the prescribed process.
- Maintains strict confidentiality standards, adhering to all CET policy and standards.
- Responsible for grant and loan processing within the assigned caseload.
- Identifies and resolves problems related to effective delivery of financial aid; communicates with other centers, corporate personnel, and other agencies as required.
- Coordinates and oversees operational aspects of assigned financial aid or related programs such as College Work Study, Stafford Loan, and Pell Grants; monitors satisfactory academic progress; prepares student promissory notes and ensure that promissory notes are properly completed and signed with required documentation. Demonstrate proficiency in timely collections.
- Coordinates and schedules Entrance and Exit Loan online sessions for loan recipients.
- Work cohesively with Admissions and other departments in order to facilitate outstanding service to prospective students and their families when required.
- Works closely with the Corporate Financial Aid Department to ensure the timely disbursement and return of financial aid funds.
- Performs a variety of complex technical duties related to Financial Aid services, using independent judgment in interpreting and applying policies and procedures while maintaining compliance with federal and state financial aid requirements.

- Advises and answers questions, inquiries, or requests from students, parents, or guardians, in person or in writing, regarding financial aid programs and eligibility; tuition funding sources available; academic progress requirements; and other related matters for which students seek help, in a timely and expedient manner.
- Trains and provides work direction to student workers and other personnel as assigned in the assistance of student and organizational goals.
- Generates, verifies and analyzes computer reports to ensure accuracy and compliance with established requirements; reconciles financial and statistical data. Analyzes various system generated reports such as enrollment status or award status to verify continued compliance and eligibility of students receiving aid under federal and institutional guidelines; notifies students of changes in eligibility of awards and alternatives to amend the situation.
- Maintain consistently clean files shown through audits and assessments for compliance with Federal/State regulations, school policies and procedures.
- Assists in the preparation of and presents information regarding federal financial aid, scholarships, employment and grants for various campus groups, high school students and parents at meetings, group discussions, workshops and recruitment sessions.
- Assist students and potential students on a drop-in basis as required.
- Ensures student online registration into the Financial Literacy program (SALTmoney.com)
- Conducts inspections of office work areas and equipment; keeps work areas free of unnecessary hazards and reports any hazardous conditions.
- Performs default prevention activities along with Center staff in coordination with the Corporate Financial Aid Department.
- Participates in staff meetings and unit meetings; provides recommendations to Center Director.
- Responds as campus security authority as needed during a safety, security, emergency or disaster situation.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Knowledge of various computer software programs including: financial aid, word processing, database management and spreadsheet applications.
- Knowledge of program requirements, including eligibility criteria, loan limits, disbursement requirements, deferment and forbearance criteria, default prevention, etc.
- Ability to read and interpret financial statements, income tax reports and related documents.
- Ability to perform arithmetic calculations and reconcile financial data.
- Knowledge of and experience in an automated student financial aid system.
- Knowledge of procedures, methods and references used in the evaluation of student records.
- Excellent customer relations and written and verbal communication skills to work with internal staff and other agencies in administering the various loan programs.
- Ability to exhibit sensitivity to a multicultural student population.

- Ability to maintain effective and cooperative working relationships with others.
- Ability to work independently with minimal supervision.
- Ability to work under pressure; be flexible; act independently and exercise sound judgment in all matters related to financial aid.
- Ability to prioritize work to meet stringent schedules and timelines. Must be able to deal effectively with constant interruptions while performing work duties.
- Ability to interact effectively as a member of a team and work collaboratively with other departments.
- Ability to listen to customers (e.g. students, staff, etc.) and to understand and respond positively to their requests.
- Must possess professional and confidential advising skills, in individual and group situations; and excellent oral and written communication skills, in person, electronically, and over the telephone.
- Ability to maintain confidentiality of sensitive information.
- Ability to serve as an advocate for the needs of students.
- Knowledge of recordkeeping techniques.
- Knowledge of current safety standards in a business office work environment.
- Bilingual in Spanish is preferred.

EDUCATION AND/OR EXPERIENCE

- Any combination equivalent to: a two year (2) degree from an accredited college with major course work in field related to assignment or
- An equivalent combination of experience, education and training related to the essential duties.
- Experience working with persons of diverse socio-economic and ethnic backgrounds.

DRIVER LICENSE

- Possession of or ability to obtain an appropriate, valid driver's license within 30 days of employment.
- Possession of personal automobile insurance, and proof of such coverage on file with the Human Resources Department in order to operate a personal vehicle for CET business.
- Use of personal vehicle for CET business may be necessary in the performance of assigned duties.

EQUAL EMPLOYMENT OPPORTUNITY

CET will consider and hire qualified applicants without discrimination. CET maintains as its staffing goal to recruit and maintain a workforce that reflects the diversity of the CET community.

Job Type: Full-time

Pay: \$20.00 - \$25.00 per hour

Benefits:

- Health insurance
- Paid time off

Schedule: Monday to Friday

Work Location: In person – 701 Vine Street, San Jose CA 95110