



Job Title: Financial Aid Specialist
Status: Full Time; Temporary; Non-Exempt
Department: San Diego
Reports To: Center Director

Under the supervision of the Regional Director, works with default management team to support efforts with the CET default prevention plan and prescribing appropriate due diligence steps including the financial literacy program and loan counseling among staff and students to ensure compliance with federal regulations. Provides support to Center staff and work with students, corporate and loan servicers to assure accuracy of data and consistency of follow-up.

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

Supports and administers activities between the centers, corporate, lenders, and loan management service providers, to identify and prevent borrowers from defaulting.
Works collaboratively with Center and corporate staff to maintain accurate and timely records related to student loan repayment.
Participates in events and programs to raise awareness of Cohort Default Rate (CDR) and impact of student borrowing.
Assists with entrance and exit loan counseling sessions to insure students are receiving appropriate and compliant counseling related to educational loans.
Works closely with corporate to produce student statuses related to repayments, delinquencies, NSLDS Portfolios, third party servicers, and direct loan servicing resources.
Presents to students, staff members, and leadership on loan management related topics.
Produces reports on loan repayment trends, profiles and other analysis.
Performs Skip Tracing on delinquent borrowers. Maintains accurate and current borrower contact information in the MIS system.
Liaison between students and loan servicers surrounding repayment and default issues and processes
Coordinates pre and post-graduation/withdraw activities to promote default prevention services.
Enforces policies and practices related to CET Default Management Plan.
Maintains knowledge of default management plan, best practices, and regulations.
Follows and enhance established strategies and procedures for reducing default rates.

Identifies opportunities for standardization of business practices; provides support and methodology to apply best-practices.

Performs phone, email, mail, and other social media contacts of former students who are delinquent on their loan payments.

Performs appropriate follow-up activities for borrowers to understand their options.

Responds to telephone, email, mail, and other social media inquiries regarding loan repayment and repayment options.

Performs Skip Tracing activities to locate students when notified by Direct Loan and /or loan servicers that a student's contact information is not valid.

Advises management of pertinent issues and concerns relating to loan default, Financial Literacy, and develops possible solutions to address problem areas.

Supports in delivery Financial Literacy through the American Student Assistance - SALT Program to educate students about their responsibilities as a borrower and general money management skills.

Performs other duties as assigned.

REQUIRED KNOWLEDGE AND ABILITIES

- Knowledge of federal student aid regulations and application procedures required.
- Self-Management - maintains ownership over ultimate outcome; follows through on tasks despite obstacles; maintains high standards of personal integrity and behaves in accordance to expressed beliefs and commitment.
- Strong project management skills, including project planning, risk identification and managing team efforts to achieve project results.
- Able to meet deadlines/commitments in an aggressive timeframe.
- Knowledge of computer equipment and various software programs including, word processing, database management and spreadsheet applications.
- Ability to develop and maintain effective working relationships with the social, political, business and community environment.
- Must be in good standing with the Department of Education.
- Understands and accepts the need for discretion and confidentiality.
- Ability to maintain concentration when working for extended periods of time.
- Must be able to sit and stand for extended periods of time.
- Cultural sensitivity and friendly professional demeanor.
- Excellent written and oral communication skills.

EDUCATION AND/OR EXPERIENCE

- Associate degree in a related field.

- Three (3) years related experience in default prevention, Title IV/financial aid, and/or as a loan servicer representative.
- An equivalent combination of education and work experience may be considered.
- Current and resourceful on federal and applicable state financial aid programs, laws, and regulations.
- Experience working with persons of diverse socio-economic and ethnic backgrounds.

LICENSE/CERTIFICATES

Use of a personal or company vehicle for CET business may be necessary in the performance of assigned duties such as attending meetings and events, recruiting, transporting students, picking up materials, and running errands. The Human Resources Department may request copies of a valid driver's license and proof of personal automobile insurance upon being hired and annually thereafter.

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: \$25 - \$30 per hour

Benefits:

- 401(k)
- Health insurance
- Paid time off

Schedule: Monday to Friday

Work Location: In person - 4153 Market St C, San Diego, CA 92102