POSITION: Financial Aid Specialist I
DIVISION: Academic and Student Affairs
DEPARTMENT: Financial Aid
STATUS: Classified Hourly
SUPERVISION RECEIVED: Director of Financial Aid
SUPERVISION EXERCISED: Work study students, Student Employees
HOURLY RATE: $13.90 - $14.76 **Wages are commensurate with education and experience.

SUMMARY OF WORK: The financial aid office evaluates and determines the eligibility of students to receive all forms of financial assistance, including fee waivers and scholarships, loans, grants, and work-study employment to any student attending Dawson Community College. The financial aid office assists students in financing their education through a variety of federal, state, and institutional aid including grants, scholarships tuition waivers, work programs, and loans. In administering these programs, our staff works directly with student aid applicants, their parents or sponsors, and with secondary school personnel. Because the financial aid system impacts in one way or another, every department at Dawson Community College, we also work with faculty & staff, the foundation office, private financial institutions, and state and federal government agencies.

The Financial Aid Specialist I is critical in assisting the Office of Financial Aid Services to meet its mission by providing direct customer service, processing institutional forms and customer requests, and maintaining compliance with federal, state, and institutional policies and regulations and ensure the correct and timely aid processing. In addition, this position acts as the primary financial aid customer service contact for phone, email, and front desk interactions with students and families. The Financial Aid Specialist I will assist the Director in working with local communities and assisting with the FAFSA completion including financial aid nights. The Financial Aid Specialist I will be required to work some evenings and weekends.

DUTIES & RESPONSIBILITIES:
• Advise and assist students with financial aid applications and other issues and concerns as they arise.
• Coordinate awarding process of financial aid programs to eligible recipients, inform students of missing information, and inform students if they are not eligible for financial aid programs; financial aid programs include, but are not limited to: Federal Pell Grant, Federal Student Loans, Work Study, Scholarships, etc.
• Assist students in submitting required verification documentation to vendor to complete student’s financial aid application under federal regulations.
• Conduct financial aid informational presentations to special groups, as requested.
• Help manage due dates for various federal and state reports, surveys, etc.
• Assist in updating financial aid forms, when needed.
• Computer data entry and other related duties as assigned.
• Assist in data load processes.
• Maintain proper records retention and documentation.
• Assist in maintaining an up-to-date Financial Aid operations manual.
• Attend training workshops and conferences to learn and stay current on financial aid regulations and processing.
• Engage with customers utilizing excellent communication skills both oral and written.
• Perform functions with multiple and frequent interruptions; able to work under pressure.
• Accept and implement change.
• Work overtime during peak processing seasons with prior approval of the Financial Aid Director.
• Responsible for the strategic leadership, administration, management, reporting, communication, fund management, and disbursement of all student scholarships in a manner consistent with the college’s mission.
• Fulfill the obligations of a Campus Security Authority (CSA) as defined by the Clery Act. (A Campus Security Authority (CSA) is an individual, who by virtue of their college responsibilities and under the Clery Act, may receive and is required to report any criminal incidents brought to their attention to the Vice President of Academic and Student Affairs so that they may be included and published in the college’s Annual Security Report. CSA’s are required to complete training on appropriately handling reporting crimes, victim relations and support, and related school policies.)
• Perform other duties as assigned by the Financial Aid Director.

EDUCATION AND EXPERIENCE:
• One to two (1-2) years of full or part-time experience that required a high level of customer service and analytical skill and attention to detail or an equivalent combination of education and experience.
• Post-secondary education a plus.
• Demonstrated skill in analyzing, explaining, and applying rules, policies, and procedures.
• Experience using word processing, spreadsheets, and e-mail.
• Demonstrated skill organizing and prioritizing large volumes of work with a high degree of accuracy.
• Demonstrated strong written and customer service skills, and competence communicating information, and procedures in person, by phone, and e-mail while handling sensitive and confidential information.
• Experience in working with customers, conflict resolution, and problem solving while exercising good judgment.
• Valid Montana Driver’s License

PREFERRED QUALIFICATIONS:
• Experience working with Ellucian Banner System
• Experience working in a higher education environment
• Bachelor’s Degree in Business, finance, or related subject or combination of education and experience
• Prior scholarship experience
• Experience working with Financial Aid including Title IV regulations and federal student aid systems (NSLDS, COD, CPS)
• Knowledge of the federal student financial aid programs and application process
• Knowledge of and compliance with FERPA guidelines
• A minimum of two (2) years of direct financial aid experience

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee.

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

COMPLETED APPLICATION PACKET MUST INCLUDE:
• Completed Dawson Community College application
• Current resume
• Cover Letter
• Copies of college transcripts (original transcripts required, if hired)
• Three professional references (names, email addresses, and phone numbers).

Background checks are required prior to employment.
INQUIRIES MAY BE DIRECTED TO: Human Resources Department
hr@dawson.edu 406-377-9430

This institution is an equal opportunity provider.

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Qualified protected class individuals are encouraged to apply. Dawson Community College must comply with the Immigration Reform and Control Act of1986. If hired, you will be required to provide documents to show your identity and authorization to work.

Nondiscrimination Policy: Dawson Community College does not discriminate on the basis of creed, race, religion, gender, national origin, age, disability, veteran status, genetic information, pregnancy status, marital status, gender identity or expression, or sexual orientation with respect to access, employment, programs, or services. Employees who engage in such unlawful discrimination will be subject to disciplinary action up to and including discharge.

The College is in compliance with Executive Order 11246; Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; Title IX regulation Implementing Educational Amendments of 1972; Section 504, Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the 1991 Civil Rights Act; the Age Discrimination in Employment Act of 1967, as amended; the Vietnam Era Veterans’ Readjustment Assistance Act of 1974; Title 49, the Montana Human Rights Act; and all other federal, state, and college rules, laws, regulations and policies.

Inquiries or complaints concerning any of these matters for students should be brought to the attention of:

Daisy Nyberg, Title IX Coordinator. Telephone: (406) 377-9412. Email: dnyberg@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330

Virginia Boysun, Registrar, Veteran’s Coordinator. Telephone: (406) 377-9404. Email: vboysun@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

Matt Hull, Dean of Academic Affairs, ADA Coordinator. Telephone: (406) 377-9434. Email: mhull@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

DCC’s Annual Security Report and Fire Safety Report provides info about reporting crime, crime statistics, crime prevention, alcohol and drug policies, fire statistics, etc., is available at https://www.dawson.edu/about/campus-security.html/title/annual-campus-security-and-fire-safetyreport. You may request a paper copy through the President’s Office at (406)377-9401.