

San Diego Community College District

NANC JOB DESCRIPTION

Title: Financial Aid Outreach Specialist

Unit: Non-Academic/Non-Classified Service

Page: 1 of 1

Job Code: N1320

Original Date: 02/2013

Last Revision: 04/2018

Staff Type: NANCE

FLSA status: Non-Exempt

FUNCTION:

Under the direction of an assigned supervisor, provide assistance, guidance, and information to students, faculty, staff, and the public concerning financial aid programs and requirements; distribute specialized information to potential students on available financial aid programs.

DESIRABLE QUALIFICATIONS:

Knowledge of State and federal regulations and guidelines concerning student financial aid programs and general principles of successful outreach; modern office practices, procedures, and equipment, including computer hardware and software. Ability to operate computers and business-related software, including word processing, spreadsheets, and databases; communicate effectively both orally and in writing; demonstrate interpersonal skills using tact, patience, and courtesy; establish and maintain effective working relationships with others. Experience involving interpretation and application of rules and regulations, preferably in a financial aid program. Valid California driver's license.

TYPICAL DUTIES INCLUDE:

- Explain federal and State regulations and guidelines concerning student financial aid programs.
- Provide assistance, guidance, and information to students, faculty, staff, and the public concerning financial aid programs and requirements.
- Assist in the development, preparation, and distribution of informational material pertaining to the financial aid program.
- Resolve complaints and problems related to financial aid programs, policies, and student eligibility.
- Research, collect, and compile data for reports.