**FINANCIAL AID OFFICER**

The Financial Aid Officer assists with the activities, decisions, and functions related to administration of SCC’s Financial Aid program at the West Burlington Campus. Duties include, but are not limited to: processing Direct Loans; awarding financial aid packages; reviewing and determining Professional Judgment requests; processing Financial Aid verification documents; assist in reconciliation of programs/awards; applying specific program rules and regulations for all financial aid programs; routine records and data management and regular interaction with current and prospective students, parents, educational institutions, funding sources and regulatory entities. Superior people-skills are essential.

This position is a full-time position (261 work days per year). The starting salary is $42K per year.  
  
Benefits include medical, dental & vision insurance, $50,000 life insurance, long-term disability, paid sick leave, paid discretionary leave, 15 days vacation, paid spring and holiday breaks and participation in IPERS or TIAA-CREF retirement plan.  
  
The Financial Aid Officer will be assigned to the West Burlington campus but must have the ability and mobility to communicate with and visit other areas throughout the college district as needed. Must be able to work on a basis of “available as work demands” in addition to a fixed schedule, which may include evenings and weekends.

The Financial Aid Officer will abide by the employment contract and relevant policies and guidelines of the Board of Trustees.

**Responsibilities include but are not limited to:**

Learn and embrace Southeastern Community College’s mission, vision, values and goals, the comprehensive community college philosophy, and related Iowa Code regulations.

* Learn, apply and role-model all SCC policies and procedures; support and abide by strategic goals and expectations of accountability established by the institution, the Student Services Division, and the Financial Aid department/program, respectively.
* Embrace and actively engage in continuous process improvement practices that promote regular assessment, support constructive change, and lead to effective improvements in SCC’s Financial Aid processes and services.
* Develop and maintain collaborative working relationships and open-lines of communication with students, colleagues, faculty, staff, administration, and the general public; contribute toward building a positive team working environment; treat others with respect and compassion.
* Apply ethical standards to work situations; make work decisions in accordance with SCC’s values and goals; show respect and sensitivity for cultural differences, and promote a harassment-free environment.
* Follow established policies, guidelines and procedures to ensure confidentiality, security, and integrity of student and institutional records.
* Assist students and potential enrollees in all matters concerning the application(s) for federal, state, local, institutional, and other external financial aid resources.
* Administer student financial aid funds according to guidelines and regulations.
* Process requests for Direct Loans as needed.
* Process all incoming ISIR information
* Process Federal R2T4 withdrawal calculations
* Create and award financial aid packages
* Exercise Professional Judgment authority in reviewing and approving or denying requests for adjustments to FAFSA data elements.
* Serve as a processor of SCC (West Burlington Campus) financial aid verification documents.  Complete verification process as outlined under federal regulation.  Record and submit corrections to the federal processor as necessary.
* Maintain permanent record file of financial aid awards.  Establish and maintain document retention procedures for the Financial Aid Office.
* Maintain records subject to federal audit.
* Enter aid (sponsorship and scholarship) in Ellucian system for recipients.  Establish and maintain document retention procedures for scholarships and sponsorships.
* Apply specific program rules and regulations for all financial aid programs.
* Assist in monitoring and facilitating SCC’s Federal Work-Study Program as directed, including but not limited to: promotion of campus and community work-study position openings; receipt of applications and assignment of positions; collection and review of work-study student time cards and distribution of paychecks twice a month.
* Directly supervise the assignments and performance of the Financial Aid department Federal Work-Study student employee(s).
* Other duties as assigned.

**Required Qualifications:**

* Bachelor’s degree required. Emphasis in Accounting, Business, Finance or Math, preferred.
* Minimum two (2) years’ work experience in higher educational setting preferred; special consideration for experience in Community College, Student Affairs, and or Financial Aid Office setting.
* Experience with interpreting, comprehending and meeting compliance requirements of state and federal regulations; working with financial and or confidential information; and experience with creating/tracking of various data/reports/projects to ensure accuracy and completion ahead of deadlines.
* Demonstrated ability to maintain an approachable, accessible, positive and professional demeanor, and have temperament to provide exceptional customer service in high pressure and stressful situations.
* Proven skills with accuracy, organization, efficiency, multitasking, creativity, critical-thinking, and independent problem-solving in an environment with varied and rapidly changing circumstances as well as numerous interruptions.
* Demonstrated understanding, ability, and appreciation for working with people from diverse backgrounds including all ages, socio-economic statuses, educational levels, varieties of language, and cultural backgrounds.
* Must be a good listener, be non-judgmental and patient, and be able to establish comfortable rapport and convey compassion while concurrently upholding policies and regulations in a fair and equitable framework.
* Ability and desire to work cooperatively in a team environment and be open to, flexible with, and supportive of change as necessary.
* Superior interpersonal and communication skills (listening, speaking, writing), including telephone/social media etiquette appropriate for a professional service-driven workplace.
* Proficiency with Microsoft Office programs (particularly Word, Excel, Access & Power Point).
* Ability to:

1. Learn and develop competency in new software applications including but not limited to SCC’s student information and financial aid software (Ellucian) .
2. Maintain strict confidentiality, operate with integrity, and form trusting relationships.
3. Learn the functions of the Financial Aid Office and perform assigned duties as per guidance outlined under complex federal and state regulations
4. Perform mathematical calculations, verify information, process and maintain records, data, files and reports with solid accuracy.
5. Work independently and be a self-starter, including conducting research relevant to routine responsibilities and assigned tasks.
6. Work extended hours and evenings/weekends as necessary.

TO APPLY, PLEASE VISIT: https://scciowa.peopleadmin.com/postings/search