

CLOUD COUNTY COMMUNITY COLLEGE

Support Staff Job Description

Position Title: Financial Aid Support Specialist

Department: Financial Aid

Reports To: Director of Financial Aid

Education Required: Associate Degree Preferred

Type of Contract: Support Staff - Hourly

Full Time/Part Time: Full Time

Date of Position Description: 11/28/23

Description of Position:

The Financial Aid Support Specialist is responsible for assisting the Financial Aid Office with the daily operations of processing Federal Financial Aid and other Financial Assistance.

Job Duties and Responsibilities

- Complete Daily Import Process including creating student files and preparing checklists and documents for review;
- Manage Financial Aid Office processes including directing in-office traffic, phone calls, e-mails, GCC scans, filing of documents and files along with daily mail process;
- Monitor, prepare and process reports for TRIO requests, transcript reports, degree seeking status reports, match records, transfer monitoring reports and BAH process;
- Assist with the outside scholarship tracking spreadsheet and checking Kansas Promise Scholarship applications;
- Assist with the Satisfactory Academic Progress (SAP) throughout the semester with the SAP Appeal reviews and printing transcripts for the end of semester process;
- Create post s for CCCC's social media including Facebook and CloudNow;
- Monitor CCCC's Financial Aid Pages for broken links and accurate content;
- Monitor and intervene with students who do not complete the financial aid process;
- Assist with the new academic year set up by reviewing all student letters, forms and worksheets;

- Assist the Assistant Director of Financial Aid with preparation of presentations, scheduling and vehicle requests if applicable for Financial Aid High School visits, College Skills, Freshman Enrollment Days and other promotional events as assigned;
- Maintain the Financial Aid Support Specialist Procedure Manual and assist with the Federal Financial Aid Policy and Procedure Manual;
- Ability to communicate effectively, verbally and in writing; relate in a professional, helpful manner in person and over the phone; relate to a diverse population and to maintain composure when faced with difficult situations.
- Acts as a liaison between various departments, offices and outside agencies to resolve conflict, expedite processing, and access information;
- Ability to maintain records and files accurately and to effectively identify and resolve problems related to every day administrative support functions.
- Ability to multi-task, organize, prioritize, and follow multiple projects and tasks through to completion; work independently in meeting various time deadlines and work pressures with frequent interruptions.
- Ability to utilize computers, Microsoft Office Suite, and college software systems.
- Interact cordially with coworkers to accomplish common tasks;
- Maintain and ensure confidentiality of student records and information;
- Regular attendance and/or physical presence at the job is required;
- Follow and support College activities and CCCC Board policies;
- Serve on College committees as assigned;
- Overnight travel and overtime may be required;
- Other duties or additional tasks may be assigned by the Director of Financial Aid, Assistant Director of Financial Aid and the Financial Aid Specialist.