



JOB TITLE: Financial Aid Analyst

JOB CODE: Hourly

Department Name: Financial Aid
Reports To: Associate Director of Financial Aid
Location: Mt. Pleasant or Harrison Campus

EX/NE: Non - Exempt
Pay: Grade 6, Per ESPA Agreement
Last Revised: October 2019

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

This position performs financial aid processing to include awarding financial aid to students in accordance with federal, state, and institutional guidelines; and provides support to Financial Aid Administrators. This position will also provide backup support to the Front Desk at both the Harrison and Mt. Pleasant locations. Also assures a high level of customer service through assistance and advisement to students seeking to secure and maintain financial aid resources.

ESSENTIAL JOB FUNCTIONS:

1. Performs processing and awarding steps for financial aid applicants, consisting of, but not limited to, the following:
 - a. FAFSA download process
 - b. State aid processes
 - c. Institutional, Foundation, and private aid processes
 - d. File review
 - e. Satisfactory academic progress review
 - f. Professional judgment
 - g. Packaging aid
 - h. Student communications
2. Performs initial processing, awarding, and pre-transmittal of financial aid consisting of, but not limited to the following:
 - a. Student loan processing steps
 - b. COD import/export process
 - c. Resolve awarding errors and rejects
 - d. Update cost of attendance budgets
 - e. Reconciliation of federal, state, and institutional programs
 - f. Monitor and resolve issues of overpayments, default, unusual enrollment, and Pell limits
 - g. Maintain familiarity with software updates and issues
3. Performs data entry on various Federal and State agency web sites to include but not limited to VA Once, FAA Access to CPS online, Common Origination and Disbursement, and National Student Loan Database System.
4. Performs Title IV Return of Funds calculations, including post withdrawal disbursements; prepares and sends student notifications.
5. Assists in the filing of Federal and State reporting requirements.

6. Assists in gathering data for internal and external stakeholders (e.g., run queries/reports and develop spreadsheets).
7. Responsible for pre-transmittal of financial aid funds and reconciliation with the appropriate internal and external departments and agencies.
8. Assists in the maintenance of the Financial Aid Policy and Procedure Manual and Web Pages.
9. Responsible for initiation and management of automated Colleague system processes. Update system annually.
10. Mid (institutional and foundation) scholarship and private scholarship processing.
11. Financial Aid Office communications management processes.
12. Attends, facilitates, and/or leads staff meetings and in-service programs within the department and college-wide.
13. Assists in formal presentations at various on or off campus sites to a diversity of groups.
14. Supports and serves as a role model for our mission, vision, values, and customer service initiatives. Adheres to the organization's policies and procedures, and federal, state, and accreditors' rules and regulations.
15. *Per the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), a federal consumer protection law, your job position entails functions that meet the definition of a Campus Security Authority (CSA). CSAs have a duty to report any crime to the College's Clery Compliance Officer. This information may be disclosed to them directly, through third-party, or witnessed. As a CSA, you are required to complete annual training which is provided by the College. This training encompasses your role, responsibilities, and reporting obligations.*
16. Performs other duties as assigned.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Ability to work as a member of a multi-disciplinary team, and work effectively with multiple constituencies.
- Written and computer skills necessary to prepare required reports, analysis, and documentation of outcomes.
- High level of organizational skill and ability to prioritize.
- Ability to maintain close attention to detail through frequent interruptions and processing large volumes of data.
- Ability to exercise professional judgment
- Interpersonal skills necessary to effectively communicate and influence others.
- Display patience, diplomacy and excellent public relations skill; project professional image.
- Maintain highest level of confidentiality
- Analytical ability to identify and resolve a variety of issues or challenges in an effective and timely manner.
- Mental ability to adapt and respond to multiple priorities and demands, deal with the concerns of faculty, administrators and students.
- Be flexible in schedule to allow for changes during the semesters, in accordance with busy periods.
- Physical ability to sit/stand and travel, for short – extended periods of time.
- Extensive knowledge of Colleague and/or other administrative software systems.

Education, Certification, Licensure:

- Bachelor’s Degree in relevant program of study required.

Experience:

- One to two years of progressively more responsible experience in Student Financial Aid preferred.
- Experience working in a community college or university setting preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There may be occasional travel to other locations for meetings, conferences/trainings, or financial aid presentations.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 25 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by the Associate Director of Financial Aid

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____