NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Financial Aid Loan Specialist

Department: Financial Aid
Job Status: Full Time
FLSA Status: Non-Exempt
Reports To: Associate Director of Financial Aid
Grade/Level: Classified IV
Amount of Travel Required: No travel required
Work Schedule:
- Monday - Thursday 8AM - 6PM
- Friday 8AM - 12PM
- Or as assigned by the supervisor
Positions Supervised: Student work

PURPOSE: Under the supervision of the Associate Director of Financial Aid, this position assists in all areas of the Financial Aid Office in meeting student needs through assisting with paperwork, loan applications, data entry, report generation, correspondence, maintaining organized files, handling confidential records of students, and support functions for the Associate Director of Financial Aid. This is a security sensitive position and must follow all Federal and State regulations and guidance.

MAJOR RESPONSIBILITIES:
- Assist students with Federal Family Education Loan Program application
- Conduct entrance / exit interview sessions
- Counsel students seeking financial aid and assist with application process
- Update and notify student accounts upon completion of FFEDP entrance sessions
- Update computer regarding default and exit holds
- Initiate all correspondence to students regarding promissory notes
- Act as liaison to lenders, and guarantors and servicers of loans
- Monitor TG system for updates and required downloads
- Provide support to the Associate Director of Financial Aid
- Assist in the area of financial aid with verifying electronic downloads
- Maintain student records and related reports for the community and outside scholarship programs.
- Perform other duties as assigned.

Competency Statement(s)
- Communication - Ability to communicate verbally and in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Reliability - The trait of being dependable and trustworthy.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

QUALIFICATIONS:

Education: Associates Degree or equivalent community college work experience.

Experience: Minimum of two years secretarial or clerical experience; financial aid experience preferred.
Skills and Abilities:

Knowledge Required:
Office management methods, and procedures; good interpersonal skills for dealing effectively and cooperatively with staff and public; basic math and budget procedures; understanding of English grammar and usage, business letter writing, spelling, punctuation, and vocabulary; telephone etiquette.

Skills Required:
Office skills, Work independently; organize work load; type 50 words per minute accurately; follow oral and written directions; exercise sound judgment; maintain office records; compose letters; learn LRC and college policies and procedures; work well under stress; operate basic office machines (copier, fax); comfortable with technology; adaptable to change; working knowledge of at least one major word processing, spreadsheet, and database program (Microsoft Office applications strongly preferred); experience using Internet.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually very quiet.

Physical and Mental Requirements

Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Walking; standing; good listening skills; frequent stressful conditions; sitting for long periods of time; lack of mental impairment; frequent decision making ability.

This is an inside office position with minimal safety/health hazard potential.

SIGNATURES:

_____________________________________________   ______________________
Financial Aid Loan Specialist                     Date

_____________________________________________   ______________________
Associate Director of Financial Aid               Date

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Director of Financial Aid                         Date

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Vice President for Student and Outreach Services  Date

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President                                         Date

Job description developed: 2/2009
Reviewed: Judy Traylor
Revised: 5/2009
Revised by: Pat Durst, Jerry Henry