

DEPARTMENT:
CLASSIFICATION:
APPROVED:

NIAGARA COUNTY COMMUNITY COLLEGE
COMPETITIVE
MAY 8, 2017

FINANCIAL AID CLERK

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for maintaining and monitoring student loan records. The incumbent maintains contact with students to provide information and status updates regarding outstanding student loans and serves as liaison between the lender and borrower. Work is performed in accordance with established policies and objectives with limited leeway allowed for the exercise of independent judgment in applying policy to specific areas. Direct supervision is received from the Director of Financial Aid. This position does not supervise any other staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Maintains contact with students who have financial aid loans via phone, email, mail, or in person to inform them of the status of their loan(s);
2. Serves as the liaison between the lender and guarantor agency and student in an effort to bring student loans current;
3. Provides information to students as needed to ensure awareness of status and obligations of loan;
4. Meets with students at time of withdrawal from the institution to provide instructions on student loan repayment;
5. Reviews report listings of students that have borrowed loans and provides pertinent information to supervisors and other staff members as needed;
6. Compiles and makes available consumer information on loans to students;
7. Maintains accurate records of correspondence sent to student loan borrowers;
8. Maintains routine office records;
9. Performs arithmetical computations;
10. Operates standard office equipment;
11. May cover front desk of financial aid office as necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of all applicable laws, regulations, guidelines, and policies with regard to student loans; working knowledge of office terminology, procedures, and equipment; working knowledge of business arithmetic and English; working knowledge of the organization, functions, policies and regulations of the Community College; good clerical computer skills; ability to use modern computer software and related peripherals at an acceptable rate of speed and accuracy; ability to handle routine administrative details independently; ability to understand and carry out complex oral and written instructions; ability to compose letters, memoranda and reports; ability to maintain accurate records; ability to get along well with others and interact effectively with students and loan administrators; ability to maintain confidentiality; ability to perform close, detail work involving considerable visual effort and strain; good judgment in solving clerical and administrative problems; mental alertness; sound judgment; integrity; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **AND**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in a Computer Science or Business related field; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and one (1) year of paid office clerical experience in a financial institution, an institution of higher education, or with an agency providing student loans; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a Computer Science or Business related field **and** two (2) years of paid experience maintaining loan portfolios in a financial institution, an institution of higher education, or with an agency providing student loans. This experience must have involved customer service and maintenance of data in a computer system; **OR**

Four (4) years of paid experience maintaining loan portfolios in a financial institution, an institution of higher education, or with an agency providing student loans. This experience must have involved customer service and maintenance of data in a computer system.

NOTE: Part-time experience will be pro-rated.