Job Title: Financial Aid Technician  

Job Code: 10511

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**JOB SUMMARY**

The Financial Aid Technician is responsible for performing administrative, clerical, and customer service duties in support of the student financial aid process.

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**MAJOR DUTIES**

- Greets visitors and answers telephone; disseminates general financial information to students and the general public;
- Provides information regarding the financial aid resources available to students and parents;
- Evaluates financial aid applications and supporting documents for accuracy, clarity and completeness to determine basic eligibility for financial aid;
- Updates appropriate BANNER screens related to document intake process;
- Instructs students in correct procedures for completing forms and applications, special requirements and restrictions, and supporting documentation;
- Analyzes and determines status of applications and forms, referring complex problems to the Financial Aid Coordinator.

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**COMPETENCIES**

- Knowledge of student financial aid processes and procedures
- Knowledge of college, state and federal student financial aid programs, regulations and guidelines
- Knowledge of relevant federal and state regulations
- Skill in the operation of computers and job related software programs
- Skill in interpersonal relations and in dealing with the public
- Oral and written communication skills

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**MINIMUM QUALIFICATIONS**

High School diploma or GED *and* One (1) year of work related experience

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**PREFERRED QUALIFICATIONS**

Preferred qualifications may vary from location to location.