



JOB TITLE: Student Services Specialist – Financial Aid

JOB CODE: Hourly

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

EX/NE: Non - Exempt
Pay: Grade 4, Per ESPA Agreement
Last Revised: September 2021

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.

The Student Services Specialist will ensure a high-quality student experience by helping students with a wide variety of basic services, requests, and questions across all areas of Student Services. In addition to this general role, which allows the position to provide frontline coverage and support, the Specialist will focus on duties specific to financial aid.

This position will have a primary campus assignment but will travel to other locations depending on activities and staffing levels.

ESSENTIAL JOB FUNCTIONS:

General Duties

1. Work to ensure that the student experience is positive and reflects a friendly, student-centered atmosphere. Provide excellent student service through effective communication and a clear understanding of college systems, processes, and values.
2. Provide administrative support, including data entry, mailings, communications, answering and making phone calls, report generation, responding to walk-ins, scanning, maintaining student documents, scheduling appointments, etc.
3. Communicate with students (individually or in batch) with texts, phone calls, emails, mailings, etc. Follow the prescribed communication plans for various departments and initiatives.
4. Respond to student, parent, faculty, staff, and outside contact requests for general information regarding Student Services.
5. Perform cashiering and reconciliation duties for payment of fees, tuition, delinquent accounts receivables, and payments through college accounts.
6. Oversee work study students to ensure that they are appropriately trained and assigned work that will increase the effectiveness of the Student Services operation.
7. Perform all functions of registration including schedule changes. Verify and update student account information, including contact, biographical data, and program of study.

8. Provide general, basic information to students about all areas of Student Services.
9. Participate in professional development opportunities, trainings, staff meetings, and in-service programs within the department and college-wide.
10. Collect data relevant to tracking department and student activities.
11. Actively support the development and implementation of departmental objectives, policies, procedures and standards; provide feedback on recommended changes to departmental procedures as necessary to improve the efficacy of the department.
12. Support and serve as a role model for the College's mission, vision, values, and customer service initiatives. Adhere to the organization's policies & procedures, and compliance guidelines.
13. *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.*
14. Perform other duties as assigned.

Financial Aid Duties

15. Ensure that documentation requirements for Federal, State, institutional, and third-party sources are met, as needed.
16. Process correspondence based on data pulled from downloaded files or revised awards using Colleague's Communication Management system.
17. Perform verification process tasks including collection and review of required documents for pertinence and accuracy.
18. Provide information to students regarding Financial Aid policies, FASFA, bookstore charges, drop/add advice, SAP policy, etc.
19. Perform various tasks associated with financial aid activities to support departmental processes, policies, and service to students.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Strong organizational and time management skills.
- Ability to communicate in a friendly and enthusiastic manner on a consistent basis.
- Ability to develop effective relationships with faculty, administrators and students.
- Good communication and problem solving skills.
- Ability to work both as a member of a team and work independently, with minimal supervision.
- Strong customer service skills; ability to listen and resolve complaints in a timely and effective manner.
- Ability to work effectively in a high volume, fast paced environment with accuracy.
- Computer skills and previous work experience using several applications to include word processing, creating and manipulating spreadsheets, posting and navigating websites, and data entry.

Education, Certification, Licensure:

- Associate Degree required.
- Degree in Office, Clerical, or Business-related field preferred.

Experience:

- At least two years of experience in an academic environment of office setting preferred.
- Previous work experience in a community college environment preferred.
- Previous work experience with customers in a high-volume environment preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- Extensive computer use with long periods of sitting during normal workdays.
- There may be occasional travel to other college locations for work shifts.
- There may be occasional travel for conferences/training.
- 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.
- Late afternoon, evening, and weekend hours are occasionally required based on the operational needs of the department and peak student activities.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours on occasion, as approved by the supervisor.

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: _____