

LOAN PROGRAM SPECIALIST

DEFINITION

Under direction, plans, coordinates and performs advanced and complex administrative and coordination work in support of specially funded student services programs including, but not limited to, the Financial Aid Loan Program and Financial Literacy. Performs highly complex technical work related to the loan processing and reporting of loan information for each college in District, Department of Education, Common Origination and

Disbursements (COD), as well as disbursement of and accounting for financial aid payments and loan accounts to students. Provides financial literacy advising and information to pre-college students and parents, college transfer students, school-to-career students, and the general student population.

Contributes to student success by coordinating and conducting training in loan default prevention strategies, budgeting, and repayment programs for financial aid students to minimize the College's default rates.

DISTINGUISHING CHARACTERISTICS

This is a specialized and advanced technical level support class within the Yosemite Community College District (YCCD). Incumbents in this class coordinate and perform advanced technical duties in support of complex student services program functions, utilizing advanced technical knowledge of the assigned subject area in order to make decisions and complete assignments. Incumbents may serve as a lead worker or, alternatively, may be the only support staff for a highly complex program.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of the Director of Student Financial Services, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor. An incumbent in this class does not directly supervise other full-time employees, but may serve as a lead worker by assigning, directing and/or monitoring the work of subordinate full-time employees on a regular basis.

ESSENTIAL DUTIES

- Prepares financial aid loan packages based on specific eligibility and total award amount; reviews and verifies initial and ongoing student eligibility to receive various program funds; identifies awards available through various sources; combines funds to create a total financial aid award packages.
- Maintain the direct loan online application process which includes entrance and exit loan interviews.
- Performs technical analysis and reporting on various financial aid funds: maintains and monitors budgets for specialized programs: monitors and reconciles program accounts.
- Runs report and monitors student's enrollment status; enrollment changes, course taken and progress toward degree; places administrative holds on financial aid files due to failure to meet academic requirements; determines and process financial aid overpayments, Return to Title IV funds (R2T4), post-withdrawal disbursements and adjustments to payments.
- Develops and conducts financial literacy and loan advising workshops with perspective, current, and former students; prepares workshop content in areas such as, but not limited to, borrowing responsibility, budgeting and saving; credit reports and lines of credit; debt management and paying for education.

- Coordinates with counseling and encourages faculty to integrate financial literacy in college orientations and classrooms where appropriate.
- Develops and implements pro-active interventions and data collection methods as part of the College’s program for student debt management (defaulted and delinquent student loans); advise and assist students on plans and applications to resolve financial obligations pertaining to student loans; sends borrower’s information to nation-wide guarantee and collection agencies.
- Verifies that financial obligations to the college have been satisfied or are of acceptable progress.
- Develops materials and provides general information to students on college policies and regulations regarding financial aid borrowing obligations.
- Develops and maintains fliers, pamphlets, and worksheets designed to inform students of financial literacy and loan options; may provide information on school services, student activities, community resources, and employment.
- Serves as a technical resource to others regarding the most complex program activities and issues; serves as the District liaison with outside agencies, groups and individuals regarding program issues and activities.
- Develops, updates and maintains district website for loan and financial literacy.
- Prepares and distributes loan notification and other communications with students to advise them of their loan eligibility and the expected disbursement timeframe, as well as any restrictions; maintains contact with students throughout the school term and advises them of any updates or revisions due to loan status or income changes, and loan obligations after graduation.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Education/Experience, Knowledge and Ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and Experience:

Pattern I

- **Experience:** Three years equivalent to a Financial Aid Technician at YCCD.

OR Pattern II

- **Education:** Possession of an associate’s degree from an accredited college or university, with major course work in accounting, communications, marketing, business administration, finance, or a closely related field.
- **Experience:** Four years performing financial aid work in a college or university setting, including two years that included technical review and processing of financial aid applications and the disbursement of student loans.

Special Requirements:

- Incumbent in this position will be required to travel between the MJC campus and the Columbia College campus.

Knowledge of:

- Methods, practices, and procedures of technical financial aid accounting and budget control record management.
- Operation of manual and computer-assisted accounting and budget control record management systems.
- Organization and planning methods, trends, techniques, and practices.
- Employee leadership and performance motivation.
- Advanced operations, services and activities of a college financial aid office.
- Methods and techniques of interviewing and gathering information related to financial aid eligibility.
- Methods and techniques of financial aid disbursement and loan administration.
- Various financial aid programs, policies, grants and systems.
- Applicable computer software applications.
- Advanced business letter writing and report preparation.
- Modern office procedures, methods and equipment including computers.
- Pertinent Federal, State and local laws, codes and regulations pertaining to financial aid.

Ability to:

- Perform complex technical accounting and budget control functions.
- Review, and analyze accounting and budget control files, records, summaries, and reports.
- Make complex arithmetical calculations and verify the results.
- Advise, evaluate and award financial aid.
- Interview and gather information related to financial aid eligibility from students.
- Interpret and explain complex financial aid policies and procedures.
- Analyze and interpret financial aid related data.
- Maintain complex computer database information, accurate records and files.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Respond to complex requests and inquiries from the general public.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Licenses and Certificates:

- A valid license to drive in California is required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, and reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do closeup work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Class Adopted: 03/01/09
Class Amended: 07/01/23