



Vacancy Announcement

Financial Aid Coordinator Alexandria

CLTCC serves seven parishes (Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Winn) in central Louisiana and has five sites: 1) Alexandria, 2) Cottonport, 3) Winnfield, 4) Jena and 5) Ferriday. Position domiciled at Main Campus in Alexandria.

SUMMARY:

Reporting to the Director of Financial Aid, primary responsibilities of this position include assisting students and families with financial aid options and processing federal, state, and institutional financial aid applications in accordance with federal, state and college regulations.

Duties and Responsibilities:

- Interprets, implements, and ensures that CLTCC is in compliance with state and federal agencies by maintaining a thorough knowledge of federal and state financial aid, veterans' affairs administration, scholarship rules and regulations.
- Provides intake services in the Financial Aid Office as needed at all campus locations. Answers questions and concerns regarding the financial aid/veterans affairs and/or scholarship process.
- Reviews student files and requests the necessary documents needed from the student to complete their financial aid file.
- Determines eligibility and awards financial aid applicants utilizing various software packages. This includes processing applications and corrections, document tracking, completing the verification process, generating tracking and award notifications. Monitors the probation/suspension status and the 150% timeframe for students. Awards may include scholarships and the process specific to those scholarships.
- Uses the web and other technology resources to improve the admissions, records and registration process, student communication and financial aid processes. Also, collaborates in the development and maintenance of the financial aid website(s).
- Provides orientation, consultation and technical expertise to potential students, current students, student parent/guardians, administrators, faculty, staff, the public and pertinent others concerning Financial Aid operations, award options and activities. Expected to organize recruitment events to promote CLTCC to potential students and their parents. Meet with incoming students to discuss the application process and provide information about financial aid, scholarships, programs and majors.
- Responds to inquires, resolve issues and conflicts and provides detailed and technical information concerning Financial Aid standards, requirements, practices, procedures, laws, regulations and policies.
- Provides financial aid education workshops and counseling to proactively mitigate the lack of understanding of current financial aid regulations.

- Coordinates with supervisor the development of financial aid brochures/handouts and compiles information for future use by students and the general public according to established guidelines.
- Coordinates all facets of the college's Financial Aid processes and compliance with local, state and federal laws and regulations.
- Collaborating with campus deans to determine student financial aid needs, recommending and implementing appropriate services to meet those needs.
- Thoroughly conducts research on availability of sources of financial aid.
- Regularly attends seminars, special conferences and professional meetings as time and budget permits.
- Assures all student records for both current and former students of the College comply with local, federal, state and accrediting body (COE, SACS-COC, etc) regulations.
- Develops and maintains external relationships, including but not limited to, prospective students, parents, high school counselors, lenders, guarantee agencies, financial aid directors and personnel at other institutions, student aware/scholarship donors, social service agencies, the Louisiana Workforce Commission, the U.S. Department of Education and the State of Louisiana Board for Regents.
- Occasional evening and weekend work and overnight travel may be required.
- Counsels and advises students concerning financial aid opportunities, application processes and financial management strategies; educates students in the identification of all sources of financial aid available, including the requirements and regulations within programs
- Effectively communicates to students the importance of submitting documentation for file completion; this can be in the form of calling the student, email, or reaching out to the student through their instructor, etc.
- Perform consistently under the pressure of deadlines and other administrative demands
- Works cooperatively with others
- Assist with the reconciliation of all Title IV programs
- Responds to student inquiries
- Responsible for maintaining student financial aid and VA files
- Travel as needed to various campuses within CLTCC's 7 parishes to assist with financial aid counseling
- Other duties as assigned

Required Knowledge, Skills and Abilities:

- Federal and State of Louisiana Student Financial Aid laws, regulations, policies, and procedures
- FERPA
- National and Regional Accreditation standards related to Financial Aid
- Budgets and revenue control

Demonstrated Ability to:

- Effectively use technology
- Promotes collegiality, staff cohesiveness and core values of the institution
- Work collaboratively with other administrative departments and government agencies
- Provide excellent customer service to students and prospective students in person as well as by

phone, fax and email.

- To work with a diverse population

Skills:

- Excellent written, oral presentation, and interpersonal communication skills
- Superior team-building skills to build trust with others in a rapidly changing environment.
- Communicate effectively verbally and in writing
- Work independently to meet deadlines
- Promotes cooperative behavior and team efforts

Qualifications:

- Associates degree required from an accredited college or university; Bachelor's preferred
- Two to three years related experience strongly preferred
- Knowledge of higher education processes strongly preferred

Additional Requirements:

A valid Louisiana Driver's License

Proof of motor vehicle insurance

In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Application Instructions:

Applicants for this position should submit:

- 1) A cover letter
- 2) Resume (to include date(s) of employment and date(s) educational degree was obtained)
- 3) Official college and university transcript(s) showing the awarded/conferred degree to meet educational qualifications. Unofficial transcripts are acceptable at application; however, original transcript(s) are due at hire
- 4) Names and contact information for three work-related references

Via email to: hr@cltcc.edu

Applications accepted until position is filled

Central Louisiana Technical Community College is committed to diversity and is an equal opportunity/equal access employer. CLTCC is also a State As a Model Employer (SAME) agency that supports improved employment opportunities for individuals with disabilities.