CENTRAL LOUISIANA TECHNICAL COMMUNITY COLLEGE

JOB ANNOUNCEMENT

Financial Aid/Student Services Specialist

CLTCC serves ten parishes (Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn, Natchitoches and Sabine) in central Louisiana and has eight sites: 1) the Main Campus in Alexandria; 2) the Avoyelles Site in Cottonport; 3) the Huey P. Long Site in Winnfield; 4) the Rod Brady Site in Jena; 5) the Lamar Salter Site in Leesville; 6) the Ferriday Site; 7) the Many Site; 8) and the Natchitoches Site. Additionally, CLTCC provides instruction in three state prisons and two federal correctional institutions. This position will be domiciled either at **Ferriday/Jena Campus.**

SUMMARY:

Reporting to the Associate Director of Financial Aid and Director of Student Services 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. In addition, providing clerical and administrative support to recruitment, admissions and registrar functions.

Duties and Responsibilities:

- Interprets implements and ensures the 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. Processes incoming new, re-entering, and transfer student applications and supporting documentation for the Office of Admissions.
- 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 student services and 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 inquiries, 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, 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 award/scholarship donors, social service agencies, the Louisiana Workforce Commission, the U.S. Department of Education and the State of Louisiana Board of Regents.
- Occasional evening and weekend work and overnight travel may be required.
- Assists with recruitment plan strategies, greets visitors and students and provides information for admission into programs at CLTCC.
- Processes student applications for acceptance and admission. The Admissions and Student Success Assistant schedules and administers tests for applicants
- Keys data into the computer
- Maintains an inventory of admissions materials and assists with the planning and execution of admissions events, new student orientation, new and current student registrations, developmental courses and academic or technical program placement.
- When required, proctors a variety of tests, including, but not limited to: ACCUPLACER, Work Keys and other college course and preparer exams. Maintain quiet atmosphere for testing, and confidentiality and security of all testing materials, test logs, and other test documents. Must be vigilant-able to pay close attention to cheating or prevention of cheating. Able to administer Testing Center rules.
- Performs other duties as assigned by supervisors.

Knowledge of:

- 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
- Promote collegiality, staff cohesiveness and the 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
- Position requires frequent travel to either Alexandria or Natchitoches Campus.

Skills:

- Excellent written, oral presentation, and interpersonal communication skills
- Superior team-building skills to build trust with others in a rapidly changing environment.

Qualifications:

- Associates degree required from an accredited four-year college or university.
- Bachelor's preferred.
- Two years to three years related experience strongly preferred.
- Student Services/Admissions experience strongly preferred.
- Knowledge of higher education processes strongly preferred.
- Able to communicate effectively verbally and in writing.
- Able to work independently to meet deadlines.
- Promotes cooperative behavior and team efforts.

Compensation:

Compensation will be within this range and commensurate with education and work experience.

Application Instructions:

- A cover letter of no more than two pages indicating how the qualifications and employment standards listed in this position announcement are met.
- A detailed résumé that summarizes educational preparation and professional experience for the position.
- Candidates selected for an interview must provide:

- College and university transcripts showing the awarded/conferred degree to meet required educational qualifications. Unofficial transcripts are acceptable at the time of application.
- Three letters of recommendation are required. To honor applicant confidentiality, a letter of recommendation from your current immediate supervisor is not required.
- The names, home and cell telephone numbers, and e-mail addresses of three references. Applicants will be notified before references are contacted. The selected candidate will be required to undergo a background check.

Submit documents to:

Central Louisiana Technical Community College
Human Resources
Attention: Financial Aid /Student Services Specialist (Ferriday/Jena Campus)
4311 South MacArthur Drive
Alexandria, LA 71302-3137
Or
Email to – **hr@cltcc.edu**

Position will remain open until filled.

Central Louisiana Community College is an Equal Opportunity Employer in compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Central Louisiana Community College campuses assure equal opportunity for all qualified persons without regard to race, color, national origin, gender, religion, age, disability, marital status, veteran status or sexual orientation in admission to participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.

Title IX Coordinator/ADA/Section 504 Coordinator:
Human Resources Director (318) 487-5443 ext. 1154
4311 South MacArthur Drive
Alexandria, LA 71302