

EDUCATION SUPPORT SPECIALIST II, #00002
(Financial Aid Technician Senior)

J. Sargeant Reynolds Community College is the third largest community college in Virginia and offers a variety of academic programs and services to the residents of the City of Richmond and five nearby counties. Annually, our three campuses serve approximately 17,500 credit students and provide training for an additional 11,000 students through the Community College Workforce Alliance. During our 44-year history we have educated nearly 340,000 people in the Richmond area and 1 in 4 local working adults has attended Reynolds. Additional information is available at the College's Website: www.reynolds.edu.

Reynolds is seeking applicants who share in its commitment to students and teamwork. The College supports a culture of life-long learning, celebrating its diversity, and recruiting and retaining star quality employees. It is currently seeking applicants for the position of Education Support Specialist II, Pay Band 3. This position will be assigned to Office of Student Affairs/Central Financial Aid on the Parham Road Campus, 1651 E. Parham Road, Richmond, VA 23228.

TYPE OF APPOINTMENT: Full-time classified position with state benefits.

DUTIES: The Financial Aid Technician Senior performs central office administrative support functions for the college's financial aid office. Duties include: application review and verification of status changes; determining and certifying students' eligibility for loan assistance, as well as originating student loans; reviewing SAP (Satisfactory Academic Progress) appeals and rendering sound, unbiased, fair, and consistent decisions; contacting students via mail or telephone to obtain information; cross-referencing data to ensure eligibility; packaging financial aid awards for applicants and adjusting awards based on revised information; data entry and application processing functions; coordinating student aid programs; and providing back-up service to campus Financial Aid Specialists as needed.

QUALIFICATIONS REQUIRED: Working knowledge of student financial aid programs, operations and services; and enrollment management. Working knowledge of federal, state, and educational policies and procedures related to student financial aid. Demonstrated ability to effectively interpret policies and procedures; and counsel students, parents, and college community regarding financial aid matters utilizing a high level of customer service. Demonstrated ability to independently perform various financial aid program functions such as processing applications, performing verifications, determining eligibility, certifying loan applications, and maintaining appropriate records. Demonstrated ability to resolve problems and effectively utilize organizational skills. Demonstrated ability to communicate effectively, orally and in writing, and to establish positive working relationships with individuals from diverse backgrounds. Demonstrated ability to operate a personal computer using current software programs, perform data entry and interpret computer-generated financial aid information. High school diploma or equivalent. The selected candidate must be able to pass the college's pre-employment security screening.

QUALIFICATIONS PREFERRED: Graduation from an accredited college or university with course work in business administration, human services counseling, social sciences, or related field is preferred. Current work experience with public contact in financial aid programs/operations/services in a higher education environment is preferred. Experience with Microsoft Word, Excel, Access and the Internet is also preferred.

STARTING SALARY: Approximate starting salary, \$24,969 - \$39,922, based on related full-time experience and pre-employment salary.

APPLICATION DEADLINE: Applications will be accepted through April 21, 2017.

APPLICATION PROCESS: To apply for this or any other Reynolds vacant position, please visit the Virginia Jobs website <https://virginiajobs.peopleadmin.com>.

CONTACT INFORMATION: Emily Duncan, Recruitment Coordinator
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