



Financial Aid Administrator, California Northstate University, Elk Grove, California, USA

POSITION TITLE:	Financial Aid Administrator
REPORTS TO:	Financial Aid Director
WORK SCHEDULE:	Monday – Friday, 8 am-5pm
JOB CLASSIFICATION:	Hourly, Staff, Full time, 1.0 FTE, Non-Exempt,
SALARY	\$28.00 per hour
WORK LOCATION:	Elk Grove, CA, 95757

POSITION SUMMARY: The Financial Aid Administrator is responsible for managing and coordinating financial assistance programs for students seeking educational funding. This role involves evaluating financial aid applications, determining eligibility for various grants and scholarships, and disbursing funds accordingly. Financial Aid Administrators provide guidance and support to students and stay up to date with relevant regulations and policies.

Essential Functions:

- Provides financial aid counseling and guide students and parents through financial aid processes to meet their needs.
- Resolve student and parent inquiries relating to financial aid and loan processes.
- Certify private educational loan in a timely manner.
- Email notification to students regarding financial aid (loan certification and loan disbursement date, delinquent status, TuitionEase payment set up, loan change status, enrollment status, pending documents from lenders, and incomplete financial aid documents).
- Perform standard financial aid duties such as needs analysis, verification, and loan processing.
- Process withdrawal and LOA
- Run weekly reports such as pending disbursement, delinquent, school fund, certification, CAMS report, etc.
- Work closely with all Colleges Admissions, staff, and faculty
- Participate in audit and accreditation.
- Update financial aid forms per academic year for all programs.
- Update financial aid calendar on P drive.
- Participate in financial aid workshops such as interview day, orientation, entrance and exit loan counseling, Financial Literacy, and upcoming academic year update.
- Receive and analyze financial aid documents and scan in CAMS.



- Process withdrawal and LOA paperwork.
- Create a budget and award financial aid in CAMS to eligible recipients.
- Set up TuitionEase payment.
- Conduct financial aid presentations during orientation week.
- Send quarterly Financial Literacy to all continuing students.
- Participate in Financial Literacy Month-email all continuing students with Financial Literacy each week for the whole month of April.
- Receive and analyze financial aid documents and scan in CAMS.
- Maintain new and continuing students financial aid file and spreadsheets.
- Assist Business Office with financial aid related tasks.
- Assist with running financial aid reports such as pending disbursement, delinquent, and school fund report.
- Assist with disbursement reconciliation.
- Assist in updating financial aid forms, as needed.
- Participate in projects related to financial aid.
- Attend training workshops and conferences to learn and stay current on financial aid regulations.
- May work some Saturdays (open house events) as needed/required.
- Other duties as assigned.

Qualifications:

- AA Degree or equivalent required, Bachelor's Degree preferred and minimum three years' experience in administrative support preferred with a high degree of supervisory skill.
- Microsoft Office Suite: 3 years (Preferred)
- Customer service: 3 years (Preferred)
- Experience in higher education preferred.
- Excellent written and oral communication skills
- Ability to maintain confidentiality.
- Strong organizational skills to perform and prioritize multiple tasks easily with excellent attention to detail.
- Excellent interpersonal skills and the ability to successfully interact with faculty, staff, and students at California Northstate University.
- Ability to problem-solve with strong decision-making capability.
- Demonstrated ability to work effectively in teams as well as independently.
- Proven ability to handle confidential information with discretion.
- Demonstrated ability to achieve high performance goals and meet deadlines.
- Adaptable to the various competing demands
- Actively seeks opportunities and proposes solutions, forward thinker.
- Proficient in Microsoft Office Suite



- Experience working with student information management systems. Previous work experience in higher education.
- Must be able to work in a multi-tasked high-volume environment. Accuracy and attention to detail.
- Commitment to professional integrity, including knowledge of and commitment to upholding federal confidentiality guidelines regarding confidentiality of student academic information.

WORKING CONDITIONS:

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard provided if necessary. Adequate parking. This position requires travel for outreach events.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to communicate effectively (talk and hear) and frequently required to stand, walk, and sit for extended periods. The role involves frequent use of hands for operating computers, phones, and handling documents, as well as reaching with hands and arms. Occasional bending, stooping, or kneeling may be required.

Frequent and repetitive hand and wrist movements are necessary for computer and administrative tasks. The employee may occasionally lift and/or move items up to 5-20 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Ability to commute/relocate:

- Elk Grove, CA 95757: Reliably commute or planning to relocate before starting work (Preferred)

Applicants should submit:

- Cover letter of interest that addresses qualifications, experience and career goals
- Resume that includes month and year of employment
- Names, addresses, and telephone numbers of at least three (3) references who can be contacted by the Search Committee and who can speak to a broad range of candidate's professional qualifications

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, color, religion, sex, national origin, age, disability, or veteran status