

Classification and Qualification STANDARDS

Student Personnel Technician (Financial Aid)

*Class Code: 2635
FLSA: Non-Exempt*

Classification Standard Reformatted: 02-01-2013

OVERVIEW:

Under immediate supervision, the Student Personnel Technician provides advice and assistance to students, campus administrative staff, faculty, and representatives of outside agencies on a variety of financial aid programs.

TYPICAL ACTIVITIES:

The following examples of typical work activities are meant to illustrate the general range of work functions performed by Student Personnel Technicians; they are not meant to be all-inclusive or restrictive. Work assignments may involve other related activities within the scope of this classification.

Student Personnel Technicians typically perform some or all of the following duties: accept, distribute, and process applications for a variety of student financial aid programs including, but not limited to, NDEA loans, educational opportunity grants, short-term loans, scholarships, and work-study jobs; provide information to the students on application procedures, availability of funds, eligibility requirements and repayment schedules; exercise considerable tact and judgment in conducting interviews with students (especially those leaving school or changing their status in some other manner) to advise them on repayments and loan reduction options available in certain cases; gather data and prepare detailed and complex reports of either a recurring or nonrecurring nature; assist departments in the selection of students for scholarships and traineeships available through the campus; and screen students for graduate non-resident tuition waivers.

MINIMUM QUALIFICATIONS:

Knowledge and Abilities:

General knowledge of interviewing techniques; thorough knowledge of the policies and procedures of the various financial aid programs available at the CSU.

Ability to sustain a working knowledge of the changes in financial aid programs; obtain, analyze and evaluate data for specific use; advise and assist students in selecting and processing financial aid contracts; keep records and write clear reports; establish and maintain cooperative working relationships with students, faculty and co-workers; read and write English at a level appropriate to the position; and perform mathematical calculations.

Experience:

Equivalent to two years of responsible general clerical experience in a college or university financial aid office which has demonstrated acquisition of a practical understanding of the policies and procedures of financial aid programs and possession of the knowledge and abilities listed above.