



Treasure Valley

COMMUNITY COLLEGE

TVCC is a comprehensive community college dedicated to promoting student success.

RECRUITMENT ANNOUNCEMENT

Enrollment / Financial Aid Specialist

(Caldwell Center)

PAY - \$18.50 per hour

JOB TYPE – Full-time

DEADLINE – Open until filled

LOCATION – Caldwell, Idaho

DEPARTMENT – Caldwell Center

REPORTS TO – Caldwell Center Director,
Director of Financial Aid and/or other appropriate
designee

Come work for us! Working for TVCC comes with many exciting benefits. With 11 annual paid holidays, Friday's off in the summer, Christmas break for all employees, generous vacation and sick leave along with a great selection of medical, dental and vision plans to choose from (for eligible employees and their dependents), retirement benefit (for eligible employees) and much more, choosing to work for TVCC will be a great step in your career. We invite you to apply and experience the benefits of a thriving community college that values each employees' contributions to its success!

A little about us... TVCC welcomes you to Ontario - where Oregon begins! TVCC was founded in 1962 and is located on a 90-acre campus near the center of Ontario, Oregon. TVCC currently employs around 150 full-time faculty and staff. TVCC's campuses and centers extend to several locations throughout Oregon and Idaho: Caldwell (Idaho), Burns (Oregon), Snake River Correctional Institution, Warner Creek Correctional Facility, Eastern Oregon Correctional Institute, Powder River Correctional Facility, and Two Rivers Correctional Institution. Ontario is an agriculturally based city of over 11,000 people, with a service area population of over 60,000. Ontario is situated in the Treasure Valley and located about 60 miles west of Boise, Idaho. The Treasure Valley offers many outdoor opportunities for the entire family, including fishing, boating, hunting, camping, skiing and sightseeing.

POSITION SUMMARY

The Enrollment / Financial Aid Specialist will assist students, parents, instructors, advisors and the public with questions related to TVCC admissions, advising, and registration and will focus on the core responsibilities associated with advising students for financial aid eligibility at the Caldwell Center. In addition, this position, under the direction of the Financial Aid Director or designee, provides financial aid services for TVCC students at the Caldwell Center. This position will support student need analysis, federal

verifications and federal loan eligibility, provide financial aid counseling, and facilitate problem solving with students and parents. Incumbents in this job will interact with specific outside agencies to facilitate the student eligibility process and is accountable for ensuring compliance with federal regulations. This position will also provide administrative support for the Caldwell Center Director or designee for students who receive benefits from the Department of Veterans Affairs.

QUALIFICATIONS

MANDATORY: High School diploma or equivalent and minimum 2 years of advanced training and experience in office technology and administrative tasks or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of and ability to interpret and apply policies, procedures and eligibility requirements. Strong customer service skills; able to communicate effectively verbally and in writing.

PREFERRED: Associates degree; experience working in Financial Aid; Bilingual in English-Spanish.

ESSENTIAL FUNCTIONS

Acts as the primary point of contact for all inquiries at the Caldwell Center and provides courteous, timely and proactive enrollment and financial aid services to the community, students, faculty, and staff.

Daily duties include but are not limited to: unlock/lock classrooms upon opening and closing. Make classroom schedules, work with Plumbing Coordinator for attendance sheets, update calendars, and bulletin boards, keep student services area and foyer tidy, added to testing center and advisor calendar, serve as back up for Testing Center.

Answers questions in person, via the internet, US mail or by phone regarding FAFSA information, requirements, college policies and other functions of financial aid. Must be able to provide timely assistance and guidance. Prepares official financial aid office communication with prospective and current students, including letters, emails and phone calls. Maintains routine contact schedule to ensure all students have the information they need to complete the financial aid process.

Accepts and processes student payments. Coordinates plumbing apprentice registrations and attendance archives. Monitors and accepts payments and contacts students for debt collection.

Uses Jenzabar and SalesForce systems to contact potential students, follows up with emails, calls, or texts. Assist prospective students, current students, staff, faculty, and the public by providing general information regarding program availability, requirements, college admission policies, and other functions of the Student Services Center. Coordinates call and email campaigns through admissions office.

Assist prospective students with information on application materials for admissions and financial aid. Receives application materials and check for completeness. Assist students with registration, add/drops, and student withdrawals.

Active participation during each registration period to assist with problems and questions.

Provide proactive services to a diverse population including non-native speakers, international students, high school students and other community members whose needs and interests vary.

Schedule necessary follow-up appointments/visits for prospective students or other interested individuals for the following: campus tours, admission, advising, financial aid, housing or other appropriate appointments. Contacts students to inform them of class cancellations.

Performs office support duties which may include scanning documents; distributing and processing of mail; updating and ordering admissions/registration publications and various office supplies; maintaining office area by updating signs and ensuring adequate supply of any relevant literature; and process returned mail for bad addresses.

Provide information to students regarding the availability of classes; enrollment and class status; and location of classes. Notify students of registration dates, withdrawal deadlines and drop/billing dates.

Abide by federal, state, local and institutional policies. Perform all functions within compliance of the above restrictions as well as within FERPA (Family Educational Rights and Privacy Act) compliance.

Maintain up-to-date knowledge of programs, college policies, and procedures.

Exercises independent judgment in the management of operational details of the financial aid process including but not limited to:

- Knowledge of federal financial aid laws and regulations and how they relate to federal financial aid.
- Complete assigned duties with a high degree of accuracy to ensure compliance while experiencing multiple interruptions.
- Exercise great attention to detail when completing assignments as error in judgment or calculations could result in unintended consequences for the student and/or the institution such as under or over funding of a student, loss of student eligibility, audit findings, fines, damage to school's reputation or loss of institutional eligibility.

Provides one-on-one financial aid counseling and advising to students and parents regarding all aspects of financial aid process. Makes necessary referrals to other student service offices. Works closely with the Advising staff and Business Office to provide complete and accurate financial aid information. Counseling includes advising on the cost of college, additional resources in the payment for college and the long-term implications of accepting financial aid.

Must utilize conflict resolution skill set to reassure upset students and parents, helping them to understand the situation and identify potential solutions to issues.

Maintain knowledge of policies of other departments (registrar, student accounts, human resources, athletics, etc) and understand their impact on student financial aid eligibility.

Assists Financial Aid Director and Advising Staff with adjudication of student appeals relating to academic progress. Contacts and advises students regarding the implications financial aid probation and processes.

Participates in the development and participation of institutional financial aid policies and procedures that will positively impact efficiency and quality of service provided. Maintains current knowledge of college policies, procedures and programs.

Maintains appropriate documentation via data entry system. Participate in periodic training and professional organizations to keep abreast of new information and program changes to be implemented.

Provides guidance and information regarding financial aid policies and procedures to the public. In collaboration with the Director of Financial Aid or designee, provides and prepares training information and guidance to college staff regarding financial aid information and processes.

Participates in outreach to the public and potential students. This includes financial aid nights, HDEV classes and new student advising/orientations. Participates in programs designed to inform, recruit, advise, retain, and promote student learning and success.

Assist the Director and Processing Coordinator within Financial Aid in gathering data for preparation of reports and other documents, and in preparation for disbursement procedures.

Maintain student confidentiality in accordance with FERPA regulations.

The above description covers the most significant duties performed but does not include other related occasional work.

TERMS OF EMPLOYMENT

This is a full-time, Classified, non-exempt (hourly) position.

VETERANS PREFERENCE

Applicants are eligible for a Veteran’s Preference in accordance with Oregon law. Preference will be given only if the applicant meets the minimum qualifications of the position and submits the required documentation at the time of application. You can request copies of your military service records through the National Archives website at <http://www.archives.gov/veterans/military-service-records/>.

The College reserves the right to reject all applicants and ask for a re-opening of the position or make a direct appointment.

**TREASURE VALLEY COMMUNITY COLLEGE IS AN
EQUAL OPPORTUNITY EDUCATOR AND EMPLOYER**

It is the policy of the Treasure Valley Community College Board of Education and the College that there will be no discrimination or harassment on the basis of race, color, sex, marital status, sexual orientation, gender identity, religion, national origin, age or disability in any educational programs, activities or employment. Lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Persons having questions about equal opportunity and non-discrimination should contact the Human Resources Director located in the Performing Arts Center on the south side of the Four Rivers Cultural Center building, or call (541) 881-5838 or TDD (541) 881-2723.

Es la póliza de la Junta de Educación de "Treasure Valley Community College" que no habrá tolerancia a la discriminación ni acoso por motivos de raza, color de piel, genero, estado civil, orientación sexual, identidad de género, religión, nacionalidad, edad o discapacidad en cualquier actividad relacionada al estudio, o empleo. La falta de habilidades en el idioma inglés no será barrera para la admisión y ser participe en programas de carreras técnicas y profesional. Individuos que tengan preguntas sobre oportunidades y no discriminación deben ponerse en contacto con el Director de Recursos Humanos ubicados en el "Performing Arts Center" en el lado sur del edificio "Four Rivers Cultural Center". Teléfono (541) 881-5838 o TDD (541) 881-2723.