Florida Agricultural and Mechanical University

UNIVERSITY SUPPORT PERSONNEL SYSTEM

POSITION DESCRIPTION

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<th>1. Division:</th>
<th>2. Transaction Type:</th>
<th>3. Position Number:</th>
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<td>( ) Reclassification</td>
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<td>Class Title:</td>
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<td>Leon</td>
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<td>17. Class Code:</td>
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18. Describe in detail the specific duties and responsibilities assigned to this position. Identify **Essential/Marginal** functions. Essential Functions are those tasks or functions that are fundamental to the position. Marginal Functions are those tasks or functions that are performed by the incumbent, but are not necessary to the position. Attach additional sheets, if necessary, to properly describe the position. Duties and responsibilities should equal 100% of the time.

**ESSENTIAL FUNCTIONS:** Responsible to the Assistant Director, Student Financial Aid of Customer Service and Training, to evaluate student financial aid applications and supporting records to determine the types of aid and amounts available to the student according to various federal, state, and university rules and regulations. Advises students and parents of financial aid possibilities, student budget, money management, adjustments of financial aid awards, and completion of aid forms.

**MARGINAL FUNCTIONS:**

45% Provides customer service to students seeking information via the telephone call center and front desk. Analyzes and evaluates student financial aid applications and supporting records to determine the need of the student via the front desk counter and telephone call center.

25% Responsible for making necessary adjustments to student awards based on federal, state and/or institutional eligibility. Cross-training and assisting of various areas during non-peak periods.

25% Oversees the collection and arrangement of data and requests for additional documentation. Assist with conducting workshops and/or presentations for students and the university community.

15% Performs other duties as assigned.
19. **Subordinates:** List class codes, official class titles, and position numbers for each position that reports directly to this position.

20. **Supervisor’s Position Number:** 18769  
    Class Code: 9429  
    Class Title: Assistant Dir., Student Financial Aid

21. **Working Hours:**
   a) Daily from **8:00 am** to **5:00 pm**
   b) Total hours per week **40**
   c) Explain any variations in workweek, split shifts, on-call status, or rotations.

   Work hours may vary during peak hours of processing financial aid files to include some nights and weekends.

22. **Knowledge, Skills, and Abilities:** List specific knowledge, skills, and abilities required in this position. Use additional sheets, if necessary.

   Knowledge of office policies, procedures and practices;  
   Effective verbal and written communication skills;  
   Ability to comprehend and follow oral and written instructions;  
   Ability to work independently;  
   Ability to plan, organize and coordinate work assignments.

23. **REQUIRED LICENSES/CERTIFICATIONS/OTHER SPECIFIC REQUIREMENTS OF LAW:** Please review statements below check all that apply.

   __This position requires a background check and/or fingerprinting, Florida Statutes.
   __This position requires a childcare provider security check as required under Sections 402.305 and 402.3055, Florida Statutes.
   __This position is responsible for meeting the requirements of Section 215.422, Florida Statutes, as amended regarding the approval and/or processing of vendors’ invoices and/or distribution of warrants to vendors.
   __This position requires licensure, certification or other special requirements described below.

24. **Signatures:** I certify that the duties described are accurate and reflect the responsibilities officially assigned to the position and that any required licensure(s), certification(s) and/or other specific requirement(s) by law are so indicated.

   Rachel Robinson  
   Name of Incumbent (Print)  
   Signature  
   Date

   Name of Immediate Supervisor (Print)  
   Signature  
   Date

   Marcia D. Boyd  
   Name of Reviewing Authority (Print)  
   Signature  
   Date  
   (Vice President, Dean, Director, Department Head or other administrative Officer)

25. **University Personnel Relations Office Review:**

   Assistant Vice President, Human Resources  
   Date