



Title: Financial Aid Debt Management Advisor
Financial Aid Office

RESPONSIBILITIES: The Debt Management Advisor must maintain expert knowledge of federal, state, and institutional policies regarding all types of financial aid (i.e., Pell Grant, Colorado Student Grant, Stafford Loans, etc.). The individual must be able to resolve data integrity issues and discrepancies within the system. This position involves the financial aid verification process. An in-depth understanding of the Free Application for Federal Student Aid (FAFSA) and federal tax documents is required. The individual must be able to identify and resolve issues with conflicting information between tax forms and the FAFSA. They must be able to package financial aid awards based on needs-analysis, federal regulations, cost of attendance, and institutional budgets. This individual will also process Petitions for Independence and Change of Income Appeals. All of these procedures require the implementation of federal and institutional guidelines, excellent research skills, and Professional Judgment. This position requires face-to-face contact with a diverse population of students. They will advise both students and parents of the various aspects of financial aid (i.e., application procedures, verification documentation, scholarship and grant guidelines, federal and private loan conditions, Satisfactory Academic Progress requirements, etc.).

This person will develop procedures to identify and contact at risk borrowers; present options for resolutions; provide information and counseling to student loan borrowers. Excellent customer service skills and experience are required. The ability to multi-task is critical.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree or equivalent year-for-year experience working in a higher education/financial aid office setting may be substituted.

Experience: two years of Financial Aid experience or three years of customer service

Knowledge/Skills/Abilities: Must have a strong commitment to quality customer service. Skills required are: strong oral and written communication; attention to detail; ability to handle numerous complex and routine tasks simultaneously; strong human relations skills; the ability to work with a diverse group of individuals and complex long- and short-range concurrent planning for overlapping fiscal years. The daily work schedule for this position will accommodate some weekend and evening counseling hours. Must be available to work during peak periods based on job responsibilities and college calendars

PREFERRED QUALIFICATIONS:

Financial Aid Office experience and/or Sungard Banner Financial Aid software experience is preferred as well as web software and experience with Microsoft Office including Word, Access, Excel and Outlook

SALARY: Salary placement will be determined by education and experience.

OPEN DATE: January 5, 2010

CLOSING DATE: January 20, 2010

APPLICATION PROCEDURES: Interested applicants must submit a complete application package which includes: (a) a cover letter; (b) a CCD application; (c) a current resume; (d) names, phone numbers, addresses, and email addresses of three professional references; (e) copies of transcripts, and (f) copies of appropriate credentials. Please fax to 303-352-3029 or send the application to:

Chair of Financial Aid Debt Management
Advisor Selection Committee
Community College of Denver
Human Resources Department
Campus Box 240 • P.O. Box 173363
Denver, CO 80217-3363

To obtain an application, go to the HR
website www.ccd.edu/hr

CCD is a Learning College where policies, programs and practices support learning as the major priority.

The Community College of Denver is an Equal Employment Opportunity Educational Employer. Background checks will be conducted on all finalists for employment consideration.

CCD recognizes that administration, faculty and staff reflect the diversity of its students and community and prohibits employment and student discrimination based on race, color, religion, sex, age, disability, national origin and sexual orientation.