



## GADSDEN STATE COMMUNITY COLLEGE JOB DESCRIPTION

East Broad Campus

Created on: 2/11/2025  
Revised on: 7/29/2025

Job Title	Salary Schedule	Grade	Job No.
<b>Financial Aid Specialist I</b>	<b>E3</b>	<b>04</b>	<b>SS9879</b>
Direct Report	FLSA Status	Grant Funded	Tenure Track
<b>Director of Financial Aid</b>	Non Exempt	No	Yes

**JOB SUMMARY:** The Financial Aid Specialist I is responsible for managing daily operations within the Financial Aid Office, under the supervision of the Director of Financial Aid. This role includes the processing and awarding of Title IV funds and WIOA, TRA, and VA benefits. The primary work location is the Gadsden Campus, though assignments at other Gadsden State campuses may be required as needed.

**QUALIFICATIONS:**

- ◆ Two (2) years of postsecondary education with a minimum of 15 semester hours in a business-related area from an approved U.S. Department of Education accredited institution **required**
- ◆ Associate’s degree in accounting or business *preferred*
- ◆ Two (2) years of experience in a postsecondary student services and/or financial aid office *preferred*
- ◆ Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic

**DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◆ Strong interpersonal, verbal, and written communication skills
- ◆ Excellent organizational and time management abilities
- ◆ Ability to work independently with sound decision-making skills
- ◆ Capable of interpreting and applying moderately complex instructions and regulations
- ◆ Proficient with Microsoft Word and Excel, general office procedures, and records management systems
- ◆ Ability to build and maintain effective relationships with students, staff, and external stakeholders
- ◆ Working knowledge of office technology and standard equipment
- ◆ Ability to manage tasks and resolve issues with professionalism and discretion
- ◆ Ability to keyboard at 40 correct (net) words a minute for 3 minutes
- ◆ Knowledge of advanced word processing, including merge functions, database, and spreadsheet software (Computer Level II Exam)
- ◆ Working knowledge of office procedures; general office procedures, GSCC procedures, composition, and records management (Office Procedures Level II Exam)
- ◆ Ability to pass the required Financial Aid Awarding Certifications and training

**DUTIES:**

- ◆ Supervise and participate in various financial aid functions and services
- ◆ Manage inventory and supplies for the Financial Aid Office
- ◆ Make minor executive decisions in line with office regulations
- ◆ Train staff in proper use and maintenance of equipment
- ◆ Maintain positive working relationships with colleagues, departments, agencies, and community partners
- ◆ Provide front-line customer service to students and parents, including assistance with FAFSA, verification, and SAP (Satisfactory Academic Progress) appeals
- ◆ Oversee processing and compliance for WIOA, TRA, and VA educational benefits
- ◆ Attend required VA School Certifying Official (SCO) training and meet annual certification standards
- ◆ Track student enrollment for WIOA/TRA recipients and process new contracts and terminations
- ◆ Review and certify class schedules for VA students; adjust certifications as needed
- ◆ Ensure VA compliance by reporting enrollment changes, withdrawals, and graduations within 30 days of occurrence
- ◆ Package and post funding for VA, WIOA, TRA, FWS, and provide backup support for Pell Grant processing
- ◆ Manage all aspects of the Federal Work-Study (FWS) program, including student eligibility, departmental collaboration, onboarding, performance monitoring, and timekeeping
- ◆ Resolve conflicts and maintain a respectful and professional work environment
- ◆ Ensure compliance with all relevant policies of Gadsden State, the Alabama Community College System (ACCS), and the U.S. Department of Education
- ◆ Oversee Banner data load operations, including resolution of issues related to ISIRs, SAP, over-awards, verification, and data conflicts
- ◆ Manage Next Gen – Dynamic Forms system: build required forms, maintain accurate data for imaging, and stay current with software and security updates
- ◆ Provide technical support for Financial Aid operations by improving workflows, enhancing efficiency through technology, and troubleshooting systems in coordination with IT
- ◆ Serve as liaison to Admissions and Records for resolving student identity, enrollment, and eligibility issues
- ◆ Package and/or review students' financial aid awards, including addressing corrections, processing ISIR updates, and resolving UEH (Unusual Enrollment History) and bachelor's degree flags
- ◆ Sort, scan, and file documents in accordance with records management standards
- ◆ Maintain records, statistical data, and uphold confidentiality
- ◆ Assist the Director with state, federal, and institutional reporting requirements
- ◆ Execute special projects and additional duties as assigned by the Director of Financial Aid

*Note: The intent of this description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.*

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described below represent those that an employee may encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

**Physical Demands:**

- ◆ **Mobility:** Primarily sedentary work with occasional standing, walking, bending, and reaching
- ◆ **Manual Dexterity:** Regular use of standard office equipment, such as computers, printers, and copiers
- ◆ **Lifting:** Ability to lift and carry materials weighing up to 15 pounds
- ◆ **Communication:** Clear and effective verbal and written communication skills are essential

**Work Environment:**

- ◆ **Setting:** The position is based in a typical office environment within an educational institution
- ◆ **Travel:** Occasional travel may be required to attend conferences, workshops, or meetings
- ◆ **Schedule:** Standard work hours are expected; however, flexibility is necessary to accommodate deadlines or program needs
- ◆ **Interaction:** Regular collaboration with various departments, faculty, staff, and external partners

**Reviewed by: HR Manager**

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**Employee Signature**

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**Date**