



EDUCATION SUPPORT SPECIALIST II, #00064
(Working Title: Financial Aid Technician Senior)

J. Sargeant Reynolds offers a variety of programs and services to the residents of the City of Richmond and surrounding areas. Our three major campuses serve over 19,000 credit students, and provide training for an additional 15,000 students through the Community College Workforce Alliance. Over the years we have educated more than 275,000 people in the Richmond area. Additional information is available at the College's Website: <http://www.reynolds.edu>.

The College is seeking applicants for the position of Education Support Specialist II, Pay Band 3. This position will be assigned to Division of Student Affairs, Central Administration Building, Richmond, VA 23228.

TYPE OF

APPOINTMENT: Full-time classified position with state benefits.

DUTIES:

This position performs central administrative support functions for the college's financial aid office and serves as one of the primary electronic loan processors. Duties include application review and verification of status changes; reviewing SAP appeals and rendering sound, unbiased, fair, and consistent decisions; contacting students via mail or telephone to obtain information; cross-referencing data to ensure eligibility; packaging financial aid awards for applicants and adjusting awards based on revised information; data entry and applicant processing functions; coordinating student aid programs; and providing back-up service to campus financial aid specialists as needed.

**QUALIFICATIONS
REQUIRED:**

Working knowledge of student financial aid programs, operations and services; and enrollment management. Working knowledge of federal, state, and educational policies and procedures related to student financial aid. Demonstrated ability to counsel students, parents and college community regarding financial aid matters utilizing a high level of customer service; and to effectively interpret policies and procedures. Demonstrated ability to independently perform various financial aid program functions such as processing applications, performing verifications, determining eligibility, certifying loan applications, and maintaining appropriate records. Demonstrated ability to resolve problems and effectively utilize organizational skills. Demonstrated ability to maintain harmonious working relationships; and to communicate effectively, orally and in writing, with a diverse population. Demonstrated ability to operate a personal computer using current software programs such as Microsoft Word, Excel, Access and the Internet; perform data entry and interpret computer generated financial aid information. High school diploma or equivalent. The selected candidate must be able to pass the college's pre-employment security screening.

**QUALIFICATIONS
PREFERRED:**

Graduation from an accredited college or university with coursework in business administration, human services counseling, a social science or a related field is preferred. Current work experience in financial aid programs/operations/services is preferred. Public contact experience, preferably in higher education is also preferred.

PAY BAND RANGE: \$23,999 - \$49,255

**STARTING
SALARY:** Approximate starting salary, \$23,999 - \$34,695, based on related full-time experience and pre-employment salary.

**APPLICATION
DEADLINE:**

Applications will be accepted through, September 3, 2010.

**APPLICATION
PROCESS:**

To apply for this or any other JSRCC vacant position, please visit the Virginia Jobs website <http://jobs.virginia.gov/>.