Federal Loan Program Specialist

Job Description

Paul D. Camp Community College seeks dynamic, qualified individuals for the position of Financial Loan Program Specialist for the Administration and Technology Department. As a comprehensive community college, Paul D. Camp offers quality transfer degree programs, strong technical and pre-professional programs, and is known for its outreach to the community as a partner and leader in workforce development.

The college seeks candidates committed to the mission of the comprehensive community college and experienced in working with a diverse student population, including adult learners and at-risk students. The successful candidate will be able to be responsible for reconciling direct Loans monthly and at the end of the year. Provide excellent customer service to students in person, via email and telephone. Conducts financial aid workshops and presentations. Award, process, adjust and cancel student loans as required. Make determinations on a variety of aspects of student loan processes to include: timely awards, correct eligibility determinations, disbursements, adjustments, and cancellations. Work closely with and provide support to Accounting staff on disbursement and transmission matters as well as reconciliation activities. Ensures that system design supports all applicable federal laws, regulations and policies concerning student loans. Be responsible for troubleshooting and resolving problems. Have functional and technical understanding of student loan platforms. Ensure that entrance and exit counseling are updated annually. Proficiency in the use of the Common Origination and Disbursement (COD), the US Department of Education Information for Financial Aid Professionals (IFAP) web page, Student Loan Bulletins, National Student Loan Data System (NSLDS) and PDCCC e-mail. Answer student questions about the status of application for loans, Free Application for Federal Student Aid (FAFSA) and state grants. Ensure procedures and processes for staff to determine students’ eligibility for the Loan Programs are developed in accordance with federal statutory and regulatory requirements. Provide direct oversight to monitor e-MPN process, complete data transmissions and submit disbursement and reconciliation files. Monitor entrance and exit counseling materials and ensure compliance to federal requirements; develop staff and campus training in this area. Prepare all consumer notifications in a timely manner. Assess default rates and develop debt management programs as appropriate. Assist in developing a default management plan to ensure that the College’s default rate does not increase. Assist the Coordinator, as requested, with other projects and tasks.
Minimum Qualifications

Demonstrate ability to plan, develop, and implement student loan activities, procedures and policies. Ability to establish goals and priorities and make decisions based on program and institutional policies.

Knowledge of all financial aid programs, including Direct Loan program. Knowledge of Federal and state regulation for financial aid. Ability to work and make decisions independently. Familiarity with PC software, particularly EDExpress, EdConnect, COD, ImageNow, and PeopleSoft Student Information System. Flexibility and willingness to learn new systems. Demonstrate the ability to communicate effectively, orally and in writing. Demonstrate public speaking skills. Performing needs analysis, resolving student eligibility issues. Work cooperatively, adapts easily and quickly, accepts responsibility, ensures a high level of accuracy with attention to detail, and thrives in a high-volume environment. Processing awards including all types of student loans, and adjusting aid including resolving over awards. Prepare and maintain a variety of records and reports related to financial aid activities. Considerable experience working in a college financial aid or accounting office, which involves decision making with specific policy and procedural guidelines in accordance with federal and state regulation.

Preferred Qualifications

Bachelor’s Degree with course work in business administration, human services, counseling, social services or a related area, or an equivalent combination of training and expertise. Experience with PC software applications.