Job Description

**Job Title:** Operations Specialist

<table>
<thead>
<tr>
<th>Division/Department: Student Financial Services</th>
<th>Location: Student Financial Services Department, # 320</th>
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<tbody>
<tr>
<td>Reports to: Director of Student Financial Services</td>
<td>Position No.: # 181</td>
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<thead>
<tr>
<th>Position Type:</th>
<th>FLSA Status:</th>
<th>Hours worked Per Week:</th>
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<tbody>
<tr>
<td>☑ Full-time</td>
<td>☑ Exempt</td>
<td>Approximately 40</td>
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<tr>
<td>☐ Part-time</td>
<td>☐ Non-Exempt</td>
<td></td>
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<tr>
<td>☐ Student Worker</td>
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**POSITION SUMMARY:**
Under general direction, perform a wide variety of tasks associated with the operations of the student financial services office. Must be comfortable with deadlines and working in a close team environment. Positive interpersonal skills are necessary for this position.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Work in a variety of Federal, State, and Institutional software systems to perform various duties related to Student Financial Services.
- Research student-specific issues, resolve, and follow up with student/family/staff as needed.
- Ability to research and interpret Federal, state, and institutional guidelines in order to process Title IV and other financial aid.
- Attend local, regional, and national trainings/conferences as required.
- Serve on college committees as assigned.
- Perform other duties related to the business of the department as assigned.

**QUALIFICATIONS:**
Any combination of education, training, and experience which would indicate possession of the required knowledge and abilities listed herein. Ability to communicate both verbally and in writing in a professional manner.

**EDUCATION and/or EXPERIENCE:**
Associate’s degree (A.A.) or equivalent from two year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

**COMPUTER SKILLS:**
The candidate must be able to efficiently and accurately use a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job.

The candidate must also be able to learn and efficiently use new software as needed to fulfill the requirements of the job.

**PHYSICAL DEMANDS:**
Light physical effort; occasional standing or walking; occasional need to handle rolling file cabinets and relocate files to out of office location. Indoor work environment.

**WORK ENVIRONMENT:**
Work is typically performed in an office environment. Extensive use of a computer requires long periods of sitting at a desk and reviewing student files. Work also involves college and outside community outreach activities.