

**CLASS TITLE: EDUCATIONAL ASSISTANCE TECHNICIAN I**

**Class Code: 02450300**

**Pay Grade: 14A**

**EO Code: F**

**CLASS DEFINITION**

**GENERAL STATEMENT OF DUTIES:** As assigned, to perform a variety of technical and clerical functions in support of the various financial aid programs (i.e. loans, scholarships and grants) of the Rhode Island Higher Education Assistance Authority (RIHEAA); and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior from whom both specific and ongoing assignments are received; work is periodically reviewed for satisfactory performance and for conformance with applicable statutes, rules, regulations, policies and guidelines.

**SUPERVISION EXERCISED:** Usually none.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

As assigned, to perform a variety of technical and clerical functions in support of the various financial aid programs (i.e. loans, scholarships and grants) of the Rhode Island Higher Education Assistance Authority (RIHEAA);

To review financial aid forms and applications for completeness, accuracy and the potential eligibility of applicants for various student loan, scholarship and/or grant programs.

To verify and assess various eligibility criteria, especially financial need, cost of attendance and expected family contribution.

To contact applicants, recipients, schools, lenders, etc. with respect to incomplete, missing or conflicting information, and to make appropriate corrections or updates.

To maintain and update (via data entry) multiple databases with student/applicant records, student statuses, school information, lender/servicer data, etc.

To remain knowledgeable on eligibility criteria and changing guidelines on interest rates, origination fees, disbursement dates, grace periods, repayment schedules, etc. and communicating procedural advice to applicants, students, borrowers, parents, schools, lenders/servicers, etc.

To utilize various software applications in order to produce award notifications, request information updates, produce denial notices, process appeals, etc.

To maintain composure and judgement when working under tense or pressure situations involving student/parent complaints or inquiries.

To initiate credit checks, when necessary.

To reconcile/verify agency data against the Controller's statements (payment dates, award amounts, vouchers, etc).

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS, AND CAPACITIES:** A working knowledge of state and federal educational assistance programs, especially with respect to criteria for initial and continuing eligibility; the ability to examine and verify information by personal contact and the examination of records, and to analyze such information in reaching eligibility determinations for educational assistance; the ability to input, retrieve and analyze data from a variety of databases; the ability to operate standard office equipment; the ability to communicate effectively with students, parents, lenders, schools, etc. under tense and pressure situations; the ability to perform basic mathematical computations; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: possession of a high school degree or equivalency; and  
Experience: Such as may have been gained through: employment in a capacity requiring the verifications and review of records in relation to established criteria and guidelines.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: February 16, 1997

Class Revised: October 31, 2004