

CLASS TITLE: EDUCATIONAL ASSISTANCE TECHNICIAN II

Class Code: 02459400

Pay Grade: 16

EO Code: F

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: As assigned, using independent judgement, to perform a variety of in-depth 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 with latitude for the exercise of initiative and independent judgement; work is subject to review for satisfactory performance and conformance with applicable statutes, rules, regulations, policies and guidelines.

SUPERVISION EXERCISED: As required , may supervise the work of staff assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

As assigned, using independent judgement and initiative, to perform a variety of in-depth 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 interpret and respond to complex customer service related inquiries.

To provide superior customer service to external and internal clients.

To be responsible for recommending improvement in the daily procedures associated with the technical and clerical functions of the unit.

To assist with projects.

To research and retrieve appropriate information for use as a basis for important administrative decisions concerning specific problems, activities or policies.

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 participate in an on-going program of career development via workshops, conferences and training sessions.

To share and demonstrate new knowledge with other staff by presenting material and providing training when necessary.

To utilize various software applications in order to mail award letters, 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 thorough knowledge of state and federal educational assistance programs, especially with respect to criteria for initial and continuing eligibility; the ability to recognize potential problems in the technical and clerical functions of the unit and to recommend changes to appropriate procedures; 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: at least 18 months of experience as an Educational Assistance Technician I and meeting established performance standards.

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

Class Created: October 31, 2004