

**CLASS TITLE: SENIOR EDUCATIONAL ASSISTANCE
TECHNICIAN**

**Class Code: 02450400
Pay Grade: 18A
EO: F**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: As assigned, to supervise and participate in 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 oversee and coordinate a queue of computer-generated clerical functions; 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 subject to review for satisfactory performance and for conformance with applicable statutes, rules, regulations, policies and guidelines.

SUPERVISION EXERCISED: Coordinate, directs and reviews the activities of subordinate technical and clerical employees.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

As assigned, to supervise and participate in a variety of technical and clerical functions in support of various financial aid programs (i.e. loans, scholarships and grants) of the Rhode Island Higher Education Assistance Authority (RIHEAA); to oversee and coordinate a queue of computer-generated clerical functions.

To review and analyze modifications in policies and regulations and to recommend appropriate procedural adjustments.

To coordinate computer-related activities in order to enhance efficiency and accuracy in awarding student financial aid.

To plan and coordinate in-service training programs for subordinate staff.

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/service, etc.

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 situation 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 utilize various types of standard office equipment (e.g. typewriter, copying machine, adding machine) in the performance of tasks.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of basic office procedures and the ability to apply this knowledge in coordinating the day-to-day activities of a financial aid staff; 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 analyze proposed revisions in laws and regulations and to recommend changes to applicable procedures and forms; the ability to input data on a computer terminal, and to 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: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a Supervisory capacity requiring the verification 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

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