



Position Open Notice
Financial Aid Specialist/VA Specialist
Full-time
Thatcher, Arizona

College and Area Information:

Eastern Arizona College's District Offices are located in Thatcher, Arizona, a beautiful rural area with easy access to arid as well as mountainous recreation. The College is located approximately 125 miles northeast of Tucson and 165 miles southeast of Phoenix. EAC is a comprehensive community college offering five associate degrees across nearly 50 programs of study. Eastern Arizona College is the oldest member of the Arizona Community College system and is fully accredited by The Higher Learning Commission.

Position Summary and Organizational Relationship:

The Financial Aid Specialist/VA Specialist position reports to the Director of Financial Aid and will perform a variety of complex and technical duties to ensure accuracy and timeliness of application processing for financial aid. Performs a variety of administrative tasks in support of the department. The position will also serve as a point of contact within the department, providing a high level of customer service as required to external bodies, and visitors. This is an important role that requires accuracy, attention to detail, a professional demeanor, and superior communication skills.

Required Qualifications:

Required qualifications to effectively perform job. An equivalent combination of education, training, and experience will be considered.

- High school diploma or GED equivalent.
- Three or more years of full-time clerical experience.
- Experience with word processing, databases, and spreadsheet software, specifically Microsoft Office applications.
- Experience with the proper operation and use of personal computers and standard office equipment.

Preferred Qualifications:

- Associate degree in education, business education or related field from a regionally accredited institution of higher learning recognized by the US Department of Education.
- Familiarity with student's financial aid processes.
- Two or more years responsible clerical experience at a community college, preferably including student registration experience.
- Good organizational skills.
- Self-started who works well under moderate supervision and with close co-worker relationships.

Essential Functions:

- Assist and counsel students, parents, and other customers in the completion of financial aid applications and forms.
- Compiles reports and coordinates training opportunities.
- Processes private and institutional scholarships, Various reports, ISIR review, and other duties.
- Manages web content, catalog content, FAFSA outreach, and requisitions.
- Serves as the school certifying official for all Veterans. Ensures eligibility, payments, registrations, and audits are accurate and complete. Works directly with VA students to provide support. Processes financial aid, verifications, and maximum credit appeals.
- Generate a variety of output including correspondence, financial aid award letters, document tracking, and reports utilizing a variety of computer programs.
- Compose letters, memorandums, and reports from rough draft and/or oral instructions.
- Perform follow-up procedures for various financial aid documents that may be needed.
- Perform verification procedures for student files selected by the Federal Processor using forms and software products approved by EAC and the Department of Education
- Process private and institutional scholarships

- Coordinates initial award estimates, authorization and or certifications of student awards based on appropriate laws and regulations.
- Review and process Satisfactory Academic Progress
- Transmit electronic files to and from the Department of Education and coordinate the appropriate corresponding actions.
- Coordinate outside funding and serve as a liaison for our underserved student populations.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

May be representative, but not all-inclusive, of those knowledge, skills, and abilities commonly associated with the job.

- Proficient in using Microsoft Office 365 including Outlook, Word, and Excel, electronic communication and information tools and general office equipment with good typing and data entry skills.
- Ability to follow multiple projects and tasks through to completion while working under pressure with frequent interruptions.
- Excellent proofreading skills/attention to detail
- Ability to maintain confidentiality of information.
- Ability to work independently while contributing to team environment.
- Excellent communication and public relations skills with diverse populations.
- Analytical thinker with exceptional attention to detail and problem-solving skills.
- Excellent communication skills, both verbally and in writing.
- Ability to effectively organize and prioritize work as well as concentrate on multiple tasks simultaneously.
- Excellent customer service skills.
- Ability to handle sensitive information and maintain confidentiality.
- Ability to use Windows electronic communication and information tools and Microsoft Office products and general office equipment.
- Excellent customer relations demeanor and skills.
- Ability to communicate effectively in both oral and written form with a diverse internal and external audience.
- Detail oriented with good computer, typing, and data entry skills.

Physical Abilities:

Activities commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Required to use close vision and be able to focus.
- Regularly required to talk and hear; frequently required to sit, stand and bend at the knee and waist, and walk.
- Must be able to have repetitive wrist, hand and/or finger movement to type and work on computer.
- Must have finger dexterity and hand-eye coordination to work on computer, telephone, and related office equipment.
- Regular attendance is a necessary and essential function.
- Work is performed in an office environment.
- Subject to standing, walking, sitting for extended periods of time; bending, reaching above the shoulders and horizontally to retrieve files and supplies; kneeling and occasional lifting of objects up to 20 pounds.

Working Environment:

Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Work is performed in an office environment under general office conditions.
- Exposed to moderate noise levels.

Application Information:

Applicants should send a resume, a letter of application addressing each of the required qualifications and describing experience related to the position responsibilities and a signed copy of the EAC application form, available on EAC's website ([EAC Application Form](#)). Application materials can be emailed to careers@eac.edu or mailed to the address listed below:

Eastern Arizona College
Human Resources – SS 209
615 N. Stadium Avenue
Thatcher, AZ 85552-0769

The submission of all required application materials for the screening committee's review is the responsibility of the applicant. Applicants must be prepared to interview at their own expense.

Closing Date:

The position is open until filled. Review of applications will begin on Friday **November 7, 2024** continue until the successful candidate is identified.

Compensation and Position Availability:

The initial position compensation is **\$22.68 per hour (non-exempt)** plus a cash flex benefit. The position also includes excellent employee benefits. The anticipated position start date is **December 1, 2024**.

Questions:

Human Resources Department

Voice: (928) 428-8915

FAX: (928) 428-2576

E-mail: Careers@eac.edu

EASTERN ARIZONA COLLEGE IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Eastern Arizona College is in compliance with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and the Rehabilitation Act of 1973, and does not discriminate on the basis of race, creed, color, national origin, disability, age, or sex in any of its policies, practices, or procedures. This includes, but is not limited to, admissions, employment, financial aid, educational services, programs and activities.

Eastern Arizona College complies with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, 20 U.S. Code § 1092(f) and the Higher Education Opportunity Act of 2008, by distributing an Annual Security and Fire Safety Report. The report is intended to inform the campus community of campus safety information, Clery Act crime statistics, on-campus housing fire data and statistics, and policies and procedures relating to sexual violence, emergency response, and other safety factors. A copy of EAC's Annual Security and Fire Safety Report can be found at <https://eac.edu/student-life/campus-safety.php>. Additional copies are available at the Alumni Library (Thatcher Campus), the Learning Resource Center (Payson Campus), and the library (Gila Pueblo Campus). A paper copy of the report will be provided upon request at EAC's District Office, located at 615 N. Stadium Avenue, Thatcher, AZ.

A daily crime log listing all criminal and alleged criminal incidents reported to campus police/security is available on-site, during normal business hours, at each of the campuses: EAC Police Department, located at 620 N. College Avenue, Thatcher, AZ (Thatcher Campus); Gila Pueblo Campus Administration Office, located at 8274 Six Shooter Canyon Road, Globe, AZ (Gila Pueblo Campus); and Payson Campus Administration Office, located at 201 N. Mud Springs Rd., Payson, AZ (Payson Campus). A fire log containing all reported fires that occurred at any of EAC's on-campus student housing facilities is available during normal business hours at the Housing Office, located at 900 N. College Avenue, Thatcher, AZ.