**P3: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under limited supervision.

*🡪 Context of Decisions*

* Utilizes general departmental guidelines to develop resolutions outside the standard practice.

*🡪 Job Controls*

* Possesses considerable freedom from technical and administrative oversight while the work is in progress.
* Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
* Serves as the advanced resource to whom more junior employees go to for technical guidance.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
* Issues are regularly varied.
* Problems tend to be technical or programmatic in nature.

*🡪 Course of Resolution*

* Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

*🡪 Measure of Creativity*

* Issues are solvable through deep technical know-how and imaginative workarounds.
* Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
* May be designated to guide or organize the work of several employees within the unit.

**Job Template**

**GENERAL SUMMARY**

Administers the federal Work-Study program to ensure compliance with federal regulations. Counsels and advises students, parents, and the University community in all matters related to student employment and financial aid.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under limited supervision of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Administers federal Work-Study program, including evaluating student files, adjusting financial aid packages, monitoring earnings, facilitating reimbursement of accounts, and evaluating student eligibility for program.
* Advises University departments and students regarding student employee disciplinary procedures. Acts as mediator between the supervisor and student at the first step of the grievance process.
* Counsels students, parents, and employers regarding applicable regulations, work opportunities and placements, and any related issues.
* Serves as an authoritative resource to students, parents, the public, and the University community regarding student employment programs, policies and procedures, advertising, hiring, job classifications, disciplinary action, and grievance procedures.
* Processes departmental scholarships. Researches discrepancies, posts and adjusts aid packages, and communicates with various departments regarding financial need of students.
* Represents the Office of Student Financial Aid Services at outreach events. Recruits students through informational meetings, individual counseling, and promotional activities.
* Assists with office administration and developing office policies, procedures, goals, objectives, and programs to ensure compliance with applicable mandates, laws, and regulations.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Two to four years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Federal and state regulations that govern the administration of financial aid programs
* Financial aid processes
* CT Labor Law
* Microsoft Office and related software applications

**Skill in:**

* Conducting research
* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Conduct professional financial aid presentations
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Learn new skills and be flexible
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management