

## **Job Template: Student Employment Officer**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Financial Aid and Student Employment
<b>Job Path</b>	Student Employment
<b>Job Title</b>	<b>Student Employment Officer</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L21000</b>

### **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 Received*

- 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.

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### **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.

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### **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.

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### **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