

Job Template: Student Employment Officer

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

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.

Job Template: Student Employment Officer

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

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: Student Employment Officer

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

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 TEAM WORK

Works under limited supervision of a supervisor or manager.

ESSENTIAL DUTIES & 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.

Job Template: Student Employment Officer

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

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