

Job Code/Employee Classification:*

SSP III

Job Code: 3084

Classification Title:

Student Services Professional III

MPP Job Code:

Position Number:

SSP III

Position no: FL-10006555

CSU Working Title:*

State Institutional Aid Counselor (Student Services Professional III)

Salary Range/Grade:

3084-RANGE A-Grade-1

Minimum: \$ 5,276.00

Maximum: \$ 7,517.00

Pay Frequency:

Reports to Supervisor:

Nicolas Valdivia

Reports To:*

Director, Financial Aid

Position no: FL-10005902

Campus:*

Fullerton

Division:*

VP, Student Affairs Office

College/Program:*

Student Transitions

Department:*

Financial Aid - 10118

FLSA Status:

Exempt

Hiring Type:

Probationary

Workplace Type (Exclude Inst Fac):

Pay Plan:

12 Months

Pay Plan Months Off:

POSITION DESIGNATION

Mandated Reporter:*

Not mandated

Conflict of Interest:*

A "designated position" in the CSU's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

NCAA:

Yes No

Is this a Sensitive Position?:

Yes No

Significant responsibility for Campus Activities:

No

Job Summary/Basic Function:*

A member of the CSUF Financial Aid professional staff who assists students in making successful progress toward their degree objectives by providing information, direction, and high-quality service in a total team environment. The professional staff member performs in the following areas: 1) plan, lead, and direct complex activities of grant processing requiring independent thinking and applying personal judgment, 2) provide comprehensive counseling to students on complex matters, using sensitivity, with the ability to adopt an effective course of action, and 3) perform verification of applicant information that are of the most complex and require independent thinking to seek alternative solutions. Other duties as assigned.

Minimum Qualifications:*

Bachelor's degree or the equivalent from an accredited four-year college or university in a related field including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution plus three years of professional student services work in the field. A Master's degree from an accredited college or university in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A Doctoral degree from an accredited college or university and the appropriate internship or clinical training in a relevant field may be substituted for three years of the required professional experience.

Ability to plan, develop, coordinate, supervise, and organize programs and activities. Ability to interact with a diverse student population, faculty, staff, and the public. Ability to analyze complex situations accurately and adopt effective courses of action. Ability to advise students individually and in groups on complex student-related matters. Ability to complete assignments without detailed instructions. Ability to establish and maintain cooperative working relationships with a variety of individuals. Possession of excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities, and the overall organization.

A background check (including a criminal records check) must be completed satisfactorily and is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to complete the background check satisfactorily may affect the continued employment of a current CSU employee who was conditionally offered the position.

Required Qualifications:

Preferred Qualifications:

Knowledge of PeopleSoft software or CMS is desirable.

Special Conditions:

License / Certification:

N/A

Supervises Employees:*

Yes No

If position supervises other employees; list position titles:

and "model" good behavior, as the Federal Grant program manager, when providing service via telephone and/or in-person. Plan, develop, and conduct comprehensive informational discussions in individual and group settings on services available throughout the student services area and the university as a whole.

5	Training. Provide training to all technicians and other personnel on federal grant processing and advisement to students to include determination of loan or non-need eligibility, individual lender policies and interpretation of regulations.	Essential
15	Perform verification of application information for cases determined to require counselor expertise and judgment. During peak processing seasons, perform verification on standard files. Verification requires knowledge of legislation, regulations, systemwide and local policy and procedures governing the administration of all federal, state and University financial aid programs. Exercise initiative, creativity and professional judgment.	Essential
40	Serve as coordinator of grant programs by planning, leading, & directing grant activities requiring independent thinking and applying personal judgment. As grant program manager it is required that the global needs of the state institutional grant programs be addressed and managed. The Coordinator independently orchestrates processing from notification to reconciliation. Program activities includes, but aren't limited to, coordinating with DOE and Student Financial Services (SFS) to plan for efficient and accurate processing of ISIRS, awarding of grant based on student eligibility and to ensure cash is received timely for disbursement processing, reconciling account and ensuring accuracy of payments are posted to automated system, and serving as a resource for NSLDS and COD. The incumbent is available to outreach, EOP, SFS, admissions and provides workshops. The professional must attend seminars, conferences, and workshops and analyze, modify, and implement gained practices and procedures to the current process to ensure compliance with regulations. Update web site.	Essential
5	Other duties as assigned.	Essential

Climbing:	Constantly - Essential
Concentrating:	Constantly - Essential
Crawling:	
Decision Making:	Frequently - Essential
Keyboarding and Mousing:	Constantly - Essential
Lifting or Carrying up to 10 lbs.:	Occasionally
Lifting or Carrying up to 25 lbs.:	Occasionally
Lifting or Carrying up to 50 lbs.:	Occasionally
Lifting or Carrying over 50 lbs.:	
Performing Calculations:	Frequently - Essential
Pushing or Pulling:	Occasionally
Reaching Overhead:	Occasionally
Repetitive Motion of Upper Extremities:	Frequently
Sitting:	Constantly - Essential
Standing:	Occasionally
Stooping Kneeling or Squatting:	Occasionally
Walking:	Occasionally

To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Physical & Mental Requirement No. 1

Description:

Other Physical and Mental Req No.1 Frequency:

Other Physical & Mental Requirement No. 2

Description:

Other Physical and Mental Req No.2 Frequency:

Other Physical & Mental Requirement No. 3

Description:

Other Physical and Mental Req No.3 Frequency:

Other Physical & Mental Requirements:

Environmental Requirements

Drive motorized equipment:

Other Environmental Req No.2 Frequency:

Other Environmental Requirement No. 3

Description:

Other Environmental Req No.3 Frequency:

Other Environmental Requirements:

POSTING DETAILS

Advertising Summary:

The Office of Financial Aid is available to remove the cost of barriers that may prevent individuals from pursuing their educational goals. We are seeking an exceptional individual to join our team as a Student Services Professional III. The ideal candidate in this role should have a positive attitude and an active, energetic mind that is characterized by highly ethical practices and a commitment to diversity, openness, flexibility, integrity, and kindness.

Advertisement text:

HRDI Only

USERS AND APPROVALS

Justification for Position:

Replacement of Julie Lac

Hiring Administrator:*

Victoria Agnew

Email address: vagnew@fullerton.edu

Approval process:*

FL - PD Approval (Staff/MPP) - Dept Head

1. MPP Supervisor:	Nick Valdivia ✓ Approved Jun 4, 2024
2. Department Head/Associate Dean:	Jessica Barco ✓ Approved Jun 7, 2024
3. HR Classifier:	Chris Schloffer ✓ Approved Jun 18, 2024
4. Appropriate Administrator/Dean:	Alisa Flowers ✓ Approved Jun 18, 2024
5. Position Management:	FL-HRDI PM ✓ Approved Jun 18, 2024

HR/Faculty Affairs Representative:*

FL-HRDI Classifier

Email address: hrrecruitment@fullerton.edu