

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2021**

STUDENT FINANCIAL RESOURCES NAVIGATOR

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

FLSA STATUS: NON-EXEMPT – PAY GRADE: 17-C

GENERAL STATEMENT OF JOB

The Student Financial Resources Navigator serves to help students to identify, connect with, and secure the fiscal resources necessary to achieve their academic goals. Identifies and provides outreach to students who potentially match specific scholarship criteria; helps students connect to and apply for various college and community resources to meet financial obligations to the college associated with their enrollment; educates students regarding financial literacy; helps students build a long range plan to pay for college; connects students to multiple resources as necessary – both internal and external to the College to ensure all of a student’s educational expenses are met. Collects and reports on data regarding contacts made, funding applied for, funding received, and success rates of awardees. Researches and troubleshoots issues that negatively impact a student’s ability to pay for continued enrollment and attendance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Coordinates with enrollment staff, success coaches, financial aid, and academic advisors to identify students with financial challenges who may meet eligibility criteria for one or more of FSCJ’s special programs or scholarship.

Participates in outreach activities to help students and parents understand the sources of funding beyond Title IV and state programs.

Guides students through the process of applying for financial assistance to special programs or scholarships to support their education expenses.

Refers to other College resources for students who have financial burdens outside of educational expenses. Reviews and stays abreast of federal and state aid as well as institutional grants and scholarships.

Participates in activities to raise awareness among faculty and staff regarding the programs and scholarships available to students who qualify.

Assists students with learning and navigating the College website and the student portal as it is related to their financial obligations and awards.

Identifies students’ basic needs, beyond education funding challenges, and refers appropriately to support services.

Tracks data and generates reports as required or upon request regarding contacts made, leads generated, students assisted, awards received, and retention and success of awardees.

Performs related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university supplemented by a minimum of three (3) years of related experience. Possess excellent verbal, written and interpersonal communication skills being able to adapt to a flexible, multi-tasking environment, exercising good judgment and discretion without close supervision.

PREFERRED QUALIFICATIONS

Master's degree from a regionally accredited college or university supplemented by a minimum of three (3) years of related experience. Experience in financial aid or scholarship management helpful.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED

TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires the ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats and standard office technologies. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages. Must be able to create simple mathematical formulas and generate basic charts.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to operate modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear, or to communicate in an equivalent way with or without assistance.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 6/21/23