

# Job Description

Position Title: Outreach and Scholarship Database Operations Program Specialist

Job Family: Financial Aid and Scholarships

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

## Position Summary:

The Outreach and Scholarship Database Operations Program Specialist manages outreach programs and oversees scholarship database implementation. The Outreach and Scholarship Database Operations Program Specialist evaluates outreach policies and procedures for financial aid and scholarships. The Outreach and Scholarship Database Operations Program Specialist administers scholarship applications and maintains database records. The Outreach and Scholarship Database Operations Program Specialist executes outreach initiatives to build partnerships with schools, community organizations, and stakeholders to increase enrollment, retention, and persistence.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Evaluates college, state and federal regulations in areas of scholarships and Title IV (Federal Student Aid) program requirements, awarding, disbursing, recalculation and reconciliation of student and program accounts. Exercises decision-making autonomy and conduct independent research of local, state, federal, and college regulations to ensure all programs are administered in compliance.
2. Plans, develops and executes outreach initiatives within Pima Community College and with the external community to provide Pima County with educational information about scholarships and financial aid through early awareness and outreach efforts.
3. Advises students with the admission process through securing funding for college with scholarship and financial aid applications and eligibility assistance. Provides guidance and referrals to prospective and current student students with the necessary student support services within the college and external community.
4. Develops, plans, and implements program objectives and goals of the department; gathers data and information to make recommendations to improve recruitment, retention and persistence strategies.
5. Implements collaborative initiatives with other departments, such as Foundation, Recruitment, Dual Enrollment, TRiO, Workforce and other external agencies and school districts, and serves as representative for internal and external committees, students' outreach. Plans and coordinates with counterparts and other staff to ensure consistency of outreach programs district wide.
6. Serves as lead for internal and external outreach operations for financial aid and scholarships across the college district.
7. Researches best practices, develops, and implements communication strategies, marketing campaigns for outreach programs to foster early awareness, retention and completion.
8. Acts as the primary point of contact for students, staff and external donors to respond to inquiries, promotes problem solving solutions and provides guidance and training regarding scholarship and financial aid practices, procedures, outcomes.

9. Coordinates oversees and participates in outreach initiatives such as advise and guide students and their families, faculty, staff and administration and the greater Pima community with the enrollment process leading to financial aid and scholarships.
10. Develops and executes communication with students, staff, and external agencies and school districts within Pima county for recruitment, retention and persistence purposes.
11. Advises students, staff and external community partners with the facilitation of FAFSA application and completion, scholarship application, understanding college requirements and academic progress.
12. Develops and presents materials used for student outreach and early awareness related to Title IV compliance requirements, scholarship requirements, financial aid and scholarship outreach, employee training to faculty, staff, students, businesses, agencies, local schools and the greater Pima community.
13. Establishes student eligibility requirements for renewal of scholarships for various scholarship programs; including technical database management.
14. Supports prison education program initiatives by providing guidance and student support for federal student aid programs at the Arizona State Prison Complex.
15. May supervise part-time staff.
16. Performs all other duties and responsibilities as assigned or directed by the supervisor.
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### **Knowledge, Skills, and Abilities:**

1. Knowledge of related regulatory compliance principles and practices
2. Knowledge and application of interviewing and investigative methods and procedures
3. Knowledge of administrative procedures and practices
4. Knowledge of business management and fiscal practices
5. Knowledge and application of organizational and time management principles.
6. Skill in analyzing data and drawing conclusions
7. Skill in effective communication (both written and oral)
8. Skill in problem solving
9. Skill in positive, productive, and flexible customer service
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to apply effective and accurate data entry and typing skills
12. Ability to apply effective written and verbal communication skills

### **Supervision:**

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

## Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below:

- Bachelor's degree in related field of study required.
- One (1) to Three (3) years of related experience in Title IV, Scholarship, or Grant Administration or related field required.
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- Three (3) to Five (3) years of related experience in Title IV, Scholarship, or Grant Administration or related field preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### **Special Conditions of Employment:**

- Pre-employment Background Check required.
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.