

**Kansas Board of Regents  
Position Description for  
Student Financial Aid Specialist**

**Date:** October 1, 2024  
**Name:** Vacant  
**Position No.:** K0225397  
**Supervisor:** Director of Student Financial Assistance

**Brief Description of Position:**

The Student Financial Aid Specialist fulfills an independent professional role in performing a wide range of administrative tasks in the Student Financial Assistance (SFA) unit of the Kansas Board of Regents Office (KBOR). This position is responsible for the administration of student financial assistance programs, which provide financial assistance to postsecondary institutions including public universities, community colleges, technical colleges, and independent, not-for-profit colleges and directly works in processing over 9,000 student applications annually.

**Position Duties:**

- Identifies and assesses student needs and eligibility status for the state financial aid programs. Information collected by the state student financial aid application is used to determine state financial aid awards. Contacts are made with applicants, as well as secondary and postsecondary institutions to provide or obtain information relating to program activities. This often includes explaining statutes, and rules and regulations for each program activity.
- Communicates with the post-secondary institutions to provide direction in the use of KBOR website to access information about scholarship recipients.
- Determines budget amounts, collects, and reviews all supporting documents (i.e., letters of recommendation, transcripts, personal statement, etc.) and applicant data that is provided to the SFA Director for review of the selection of scholarships. After selection, students are informed, provided information about signing a promissory note through the third-party servicer and funds are disbursed to the school.
- Collaborates with a third-party servicer to assign student's a PIN number, which is sent to individual students along with an award letter specifying the statutes, contractual agreements and promissory notes. Award recipients are directed to login to the third-party website to electronically sign their promissory note (PN). Upon the recipient signing their PN, a voucher is created, and a certification is sent to the institution along with a request for institutional signatures to verify that their institutions are in compliance with the program before funding is distributed to students. This data is compiled and tracked.
- Generates certification statements of awarded students to submit to institutions to verify students' enrollment and eligibility.
- Generate reports that identify amounts distributed to each institution for student awards and submit information to the finance team for processing.
- Prepare reports, including analysis of data from the SFA database for the SFA Director.
- Reviews annually the status of the service scholarship recipients to determine if fulfillment of their service obligation is in accordance with the appropriate state statute. If the student is found out of compliance additional measures are taken, such as referral for collection. Uncollectible debt is referred to an outside collection agency and the Kansas State Set-off program, according to the established rules and regulations.

- Analyzes data to determine if student accounts need to be placed into the State Set-off and/or TOPS program (federal tax collection).
- Counsels and advises students, parents, high school superintendents, principals, counselors and postsecondary financial aid directors on the rules and regulations of the financial aid programs.
- Initiates and responds to daily correspondence (via phone, email, and regular mail) with applicants and post-secondary institutions.
- Answers the direct phone line for student financial assistance, which involves cooperation and effective communication skills with the public, secondary schools, postsecondary schools and other entities. Problems and complaints that may arise with individual students, parents and postsecondary institutions are resolved in a professional and courteous manner.
- Monitors the Student Financial Aid webpages on the KBOR website to ensure that information is timely and accurate.
- Attends and participates in federal, state, and regional conferences, training programs, and committees.
- Attend outreach events to promote scholarships.
- Performs other duties as assigned by the SFA Director.

**Supervisory Duties:** No

**Required Qualifications:**

- High school diploma or equivalent
- Minimum of three years of experience in a professional office environment
- Excellent customer service and interpersonal skills
- Experience at working both independently and in a team-oriented, collaborative environment
- High-level organizational skills and the ability to prioritize multiple projects and meet deadlines
- Detail-oriented with excellent oral and written communication skills
- Proficient in the use of application software packages including Microsoft Word, Excel, Access, PowerPoint, and Outlook
- Ability to be flexible in response to diverse demands and changing priorities

**Preferred Qualifications:**

- Bachelor's Degree