

Job Class Profile: Student Aid Assessment Officer I**Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	4	3	3	4	1	2	
Points	187	50	13	19	90	65	83	21	21	549

JOB SUMMARY

The Student Aid Assessment Officer I conducts assessments of complex applications for student financial assistance against a variety of complex provincial and federal funding program requirements.

Key and Periodic Activities

- Reviews student aid applications for both full and part-time study to ensure completeness, including all required documentation and signatures.
- Communicates with applicants to request additional information, documents and signatures and/or to explain reasons for ineligibility.
- Determines eligibility as per federal and provincial legislation and policy by reviewing all financial information; corresponds with applicant to obtain information and to explain irregularities; reviews applicant's history of financial assistance and resolves any outstanding issues related to previous funding received.
- Facilitates the electronic processing of applications for full-time study by resolving all outstanding issues identified by the computerized system.
- Initiates the electronic processing of applications to determine the level of assistance applicants receive.
- Performs manual calculations on loan applications for part time study; liaises with officials of both levels of government, educational institutions and applicants in the assessment of student loan applications.
- Identifies and communicates to the supervisor, problematic areas in the loans assessment process and assists in the development of new procedures.

SKILL**Knowledge****General and Specific Knowledge:**

- Specialized knowledge of the Federal and Provincial student loan programs.

Formal Education and/or Certification(s):

- Minimum: Completion of high school supplemented by college level course work in financial accounting, preferably through the completion of a 2 year certificate program from an approved post-secondary institution.

Years of Experience:

- Minimum: One year related work experience.

Competencies:

- Proofread, edit and format a variety of documents.
- Writes simple letters, memos and other documentation.
- Strong research and analytical skills.
- Uses various computer software programs such as spreadsheet, word processing, student aid system, and database.

Interpersonal Skills

- A range of interpersonal skills are used to: listen to information; ask questions to get information; providing routine information and direction; discuss the reasons for ineligibility; and work with others.
- Communication occurs with: employees within the immediate work area; supervisors/managers; students; and the general public and these interactions include the exchange and review of information, discussing the reasons for ineligibility, regarding the less complex typical cases.
- Most significant contacts are with: clients/students; employees within the division; and supervisors.

EFFORT**Physical Effort**

- Work demands generally do not result in fatigue requiring periods of rest.
- Work provides the opportunity to occasionally stand and walk within the office environment reducing the physical effort exerted when sitting.
- Physical effort may include constant fine finger/precision work and sitting to perform computer work.
- There is no requirement to lift or move objects.

Concentration

- **Visual** concentration is constant while performing computer work for extended periods of time.
- **Auditory** concentration is constant and can be difficult when communicating on the telephone or in person in an open office environment.
- Work is regularly impacted by **interruptions** and multiple **time pressures/deadlines** with a **lack of control over work pace** (i.e. daily deadlines/service standards for all work assignments).

Complexity

- Work typically involves tasks and activities that are quite different but use similar skills and knowledge.
- Work involves interpreting the related acts, regulations and policies of both the provincial and federal student loan programs and conducting assessments.
- Difficult situations where it is uncertain if applicants meet certain eligibility criteria or how the applicants should be classified for needs assessment are referred to senior level assessment

officers for review.

- Problems/challenges can usually be addressed by following procedures or guidelines.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- Without formal approval decisions can be made when approving the assessment of applications.
- Work is referred to the more senior assessment officers for difficult cases.
- Work tasks involving independent decisions within the boundaries of the policies/guidelines/Acts or the releasing of confidential information are completed using discretion and judgment..

Impact

- Impacts generally affect: the immediate work area; within the Department; and the general public (students).
- Work activities impact: processes and systems; information resources; and finances.
- Inaccurate reporting can result in a student being notified of an incorrect assessment amount (i.e. if a student is receiving funding for a program that is considered a progression from their previous program they may not qualify for additional support by the Federal government).
- Legislation, policies, procedures, and professional judgement are used to address issues and challenges.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be expected to provide orientation and/or on-the-job training of new/seasonal staff.

WORKING CONDITIONS

Environmental Working Conditions

- Does not require any special precautions or safety equipment.
- There is limited likelihood of minor cuts, illnesses or other injuries if normal precautions are followed.
- Working in an office environment there is exposure to environmental working conditions such as distracting noise, glare and lack of privacy.