

BOARD OF REGENTS

State of Louisiana

Office of Student Financial Assistance

JOB DESCRIPTION FOR NEW UNCLASSIFIED

TOPS (E&R) SPECIALIST, FINANCIAL AID

Salary Range: Depends on Qualifications

Under the administrative arm of the Louisiana Board of Regents, the Office of Student Financial Assistance (OSFA) administers Louisiana's premier merit-based scholarship program, the Taylor Opportunity Program for Students (TOPS); Louisiana's need-based component to the state's financial aid plan to support non-traditional and low to moderate-income students called Go Grant, the state's 529 college savings plan called the Student Tuition Assistance and Revenue Trust (START) program, the Rockefeller State Wildlife Scholarship program TOPS Tech Early Start Program for 11th and 12th graders and the John R. Justice Student Loan Repayment Program.

OSFA is extremely active in the dissemination of college access information within the state, with a concentration on assisting students from low income families and first generation college attendees in locating and obtaining the resources necessary to pursue and complete a postsecondary education. To attain this, OSFA regularly partners with other entities including the Louisiana Department of Education (LADOE), the Department of Children and Family Services (DCFS), Statewide School Districts, U S Department of Education, the Louisiana Association of Student Financial Aid Administrators and others. In conjunction with DCFS, we provide payment processing assistance for the Chafee Education and Training Voucher for students who have aged out of the foster care system and Strategies to Empower People (STEP) to assist government assistance citizens in obtaining their Adult Education certificate and Vocational Education training.

The duties of this position are performed independent of close supervision.

60% **General Administration:**

Provides research and assistance to the Legal, Executive, Audit and other LOSFA sections as needed.

Analyzes different types of TOPS student applicant records.

Reviews and analyzes returning student applicants, official out-of-state transcripts, supporting documentation and other student requests for re-evaluation.

Researches programming anomalies, recommends corrective action, including TRACK IT's to correct Award System programming.

Tests updated programming; makes recommendations before changes are moved to production.

Analyzes and manually updates scholarship applicant file data fields with supporting documentation in the Louisiana Award System and resets for Eligibility processing.

Analyzes requirements, suggest procedures, proposes revisions and amendments to Scholarship and Grant Division policies and procedures to ensure compliance with state legislation and legislative changes, Board of Regents policies and procedures, and TOPS rules.

Updates TOPS Award System files.

Analyzes and suggests changes or enhancements to objectives and strategies in the Scholarship Grant Division.

40% **Communication with Clients:**

Communicates with parties regarding application procedures and requirements for students with citizenship problems.

Corresponds with the US Department of Education, Bureau of Citizenship and Immigration Services staff and uses their website to research citizenship processing problems.

Communicates with students, parents, postsecondary schools and others on issues related to specific financial aid award problems through webinars, presentations and other outreach activities. Some overnight and/or weekend travel may be required.

Assists in providing guidance to the Public Information and Communication Section and the Louisiana Field Outreach Services personnel in answering student and parent questions.

EDUCATION AND EXPERIENCE:

A baccalaureate degree plus two (2) years professional level experience in public relations, financial aid program administration, scholarship/student grant administration, government college savings program administration or related banking experience in the areas of financial literacy and student lending.