Job Class Profile: Student Aid Assessment Officer II

Pay Level: CG-28   Point Band: 578-621

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	4	3	4	1	2	
Points	187	50	13	19	120	65	83	21	21	579

JOB SUMMARY

The Student Aid Assessment Officer II is responsible for highly advanced specialized work in the assessment of complex applications for student financial assistance requiring analysis of a full range of special considerations and circumstances. Duties typically include: applying analytical ability and judgement to the interpretation of acts, regulations and policy for both the provincial and federal student loan programs; and requiring a familiarity of all stages of loan application processing to provide advice and assistance to the group responsible for computerized application processing.

Key and Periodic Activities

— Performs analysis and further investigation into cases where the lower level assessment officers are unable to determine whether applicants meet certain eligibility criteria or how applicants should be classified for the needs assessment process.

— Takes necessary action relative to the processing of applications.

— Determines whether information detailing extenuating circumstances provided by applicant during the initial application process can be considered in the initial assessment to reduce the normal course load requirement. As well determines whether the information contained on the Verification of Permanent Disability Form can be approved for permanent disability status under the Canada and Newfoundland Student Loans Program.

— Performs reassessments including those requiring manual calculations, on files dealing with complex cases that are referred by lower level assessment officers, other divisional staff, or by management.

— Resolves situations where applications can not be assessed due to an overlap in dates and takes the necessary action to assess the application.

— Receives, reviews and processes applications for targeted federal grant assistance for both full time and part time students.

— Records and distributes daily and weekly reports.

— Prepares invoice requests for grant programs available through the Student Aid Program.

— Ensures program information from educational institutions is in the required format and updates Student Aid database with information received.

— Updates the student aid mainframe system to reflect changes made to source assessment data by the federal government.

— Works closely with Career Counsellors/Appeals Officer in dealing with extremely complex or difficult cases and participates in policy discussions, and makes recommendations for changes.

Key and Periodic Activities
— Co-ordinates with the Office of the Chief Information Officer, Department of Finance, and educational institutions, the compilation of the list of eligible students to be sent for final approval of Transition Grants. Co-ordinates the printing and disbursement of cheques once approval is obtained and responds to enquiries pertaining to the grant. — Performs a variety of miscellaneous clerical task related to applications and grant processing (i.e. prepares standardized correspondence, tables for recording statistical information, and data compilation as requested). — Recommends changes to the Student Aid Mainframe System and tests the system prior to the changes being activated for users. — Reassess applications when income discrepancies are reported by the financial section and ensures correct information is reported to the client. — Participates in various committees as required.

SKILL

Knowledge
General and Specific Knowledge: — Specialized knowledge of the Federal and Provincial student loan programs. **Formal Education and/or Certification(s):** — Minimum: 2 year post-secondary Diploma in Business Management or Administration. **Years of Experience:** — Minimum: 1 – 2 years. **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; provide routine information and direction; work with others; communicate case information to supervisors; and discuss cases with staff members to render a decision. — Communication occurs with: employees within the immediate work area; supervisors/managers; students; and the general public. — The most significant contacts are 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 other than work files.

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.

— Each applicant has to be evaluated on its own merits with interpretation and analysis around policies, procedures, regulations and acts (such as deciding whether to allow a student to complete an extra semester to complete their program). Work requires understanding the provincial and federal student loan programs and being able to determine eligibility based on students circumstances.

— The most typical challenge or issue is policy interpretation based on client's individual circumstances (i.e. an applicant applies for student aid as a student with a permanent disability. The Verification of Permanent Disability form is completed and if there is insufficient information provided to determine if the student meets the Canada Student Loan definition of disability a professional judgement must be made.).

— Policies, procedures and guidelines exist to assist and address issues and challenges (i.e. Student Loan Operations Manual, Supervisors/co-workers, Federal/Provincial acts and regulations).

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 complex cases.

— Approval is required for difficult cases requiring manager's input if additional information is needed to make a decision to proceed.

— Work tasks involving independent decisions within the boundaries of the policies/guidelines/Acts or the releasing of confidential information are completed using discretion and independent 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.