

Assistant, Student Financial Aid
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=264412>

Downloaded On: Oct. 25, 2025 12:27pm

Posted Oct. 24, 2025, set to expire Nov. 29, 2025

Job Title Assistant, Student Financial Aid
Department Staff
Institution Austin Community College
Austin, Texas

Date Posted Oct. 24, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

Apply Online Here <https://apptrkr.com/6670242>

Apply By Email

Job Description

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Assistant, Student Financial Aid

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -[AR 4.0300.01](#)

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Assistant, Student Financial Aid

Job Description Summary:

To provide customer service assistance technical support assistance in the administration of student financial aid services including providing financial aid information and guidance to students and prospective students.

Job Description:

Description of Duties and Tasks

- Provides technical support to students by assisting them with setting up FSAID, submitting FAFSA, accessing Online Services and requesting IRS Tax Return Transcripts.
- Provides financial aid information to students regarding programs, application procedures, availability of funds, procedures for applying, disbursement of funds and scholarship resources.

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- Responds to and/or directs student financial aid inquiries in person or via telephone.
- Provides telephone outreach to students in the financial aid process.
- Assists in reviewing student financial aid applications and determining eligibility based on federal and state regulations.
- Assists students with navigating removal of registration holds due to delinquency or loan default, repayment of current term aid/loans or obtaining uncovered balances.
- Applies federal and state regulations to all aspects of financial aid programs and provides information regarding regulations to students and prospective students.
- Provides assistance with the College Work Study Program as required.
- Presents financial aid presentations and workshops which may include Student Success, Loan Entrance Counseling, Work-Study Orientation, FAFSA workshops and Student Money Management presentations.
- Performs general clerical activities and provides support in relation to financial aid services.
- Communicates with students regarding incomplete financial aid files and assists students with submission of missing documentation and forms.

Knowledge

- Student financial aid processes and activities.
- Federal and state regulations pertaining to financial aid programs.
- Work study programs and financial aid outreach programs.
- Outreaching to students and providing student service follow up information regarding financial aid, admissions, registration, etc.
- Customer services techniques and practices.
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Skills

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills, including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Providing information and guidance in relation to student financial aid programs.
- Reviewing financial aid applications and determining eligibility.
- Performing general clerical activities associated with financial aid services.
- Maintaining confidentiality of work-related information and materials.

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- Establishing and maintaining effective working relationships.
- Determining individual benefit eligibility.

Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software

Required Work Experience

- One-year related work experience.

Required Education

- Associate degree.
- Four years of related work experience may substitute for this education requirement.
- Applicants who substitute work experience to meet the education requirement must use additional related work experience to meet the years of "Required Work Experience" for this position.
- Please note that the college reserves the right to amend these terms of substitution at any time.

Special Requirements

- Must not be on default of any federal/state student loans.

Preferred Special Requirements

- Ability to effectively communicate in advanced fluency of any of the following languages:
Spanish, Vietnamese, ASL

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Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

Safety

- Work safely and follow safety rules.
- Report unsafe working conditions and behavior.
- Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Salary PG

\$47,840 \$48,558

Highland Campus is a destination campus. The staff member will work 40 hours per week during office hours. Office hours: Monday - Thursday, 8:00am - 7:00pm, Friday, 8:00am-5:00pm and Saturday 10:00am - 4:00pm.

Reports to Campus Supervisor, Regional Director, or Designee

Number of Openings:

1

Job Posting Close Date:

November 7, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

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Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Assistant--Student-Financial-Aid_R-8557

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff
Austin Community College

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