

**GOVERNMENT OF THE VIRGIN ISLANDS
VIRGIN ISLANDS BOARD OF EDUCATION**



VACANCY ANNOUNCEMENT

Job Title: Financial Aid Representative
Agency: Virgin Islands Board of Education
Salary: Starting at \$53,000

Closing Date: Open Until Filled
Location: St. Croix
Class: Classified

DEFINITION: The VI Board of Education's ("VIBE") Financial Aid Representative position entails general, clerical, and administrative support related to the Territorial Scholarship/Loan program. Work requires knowledge of the procedures/techniques involved in processing financial aid awards and collections, as well as office operations. The Financial Aid Representative assists the Director of Business and Finance with the maintenance of records and filing of reports and ensures absolute confidentiality of information, files, and records relevant to the Territorial Scholarship/Loan program. A working knowledge and understanding of the VIBE's rules and regulations, as well as active participation in the VIBE's programs, are necessary. Professionally represents the VIBE by consistently providing excellent client-centered service to all stakeholder groups. Reliable, stable attendance is required.

EXAMPLES OF DUTIES: Performs a variety of tasks related to the provision of information, guidance, and assistance to clients on a variety of financial aid program matters, including student loans, grants, and scholarships. Explains the application processes, general eligibility requirements, and important deadlines. Provides students with information on the types of responses they will receive and the required action they will need to take, based on the type of application they are submitting. Greets and assists walk-in traffic and telephone callers by ascertaining needs, answering questions, and, when needed, referring to other outside resources. Identifies, researches, and resolves basic problems related to student funding issues, including reasons for funding delays. Performs other related work as required.

MINIMUM QUALIFICATIONS: Associate's degree in Business Management, Accounting, or related field from an accredited university or college. Bachelor's degree preferred. Three years of office experience involving clerical and administrative duties are required. Financial aid and customer service experience preferred.

HOW TO APPLY: Persons interested in this position must submit a current resume. The application package must be emailed to Sandra Bess, Interim Executive Director, at sbess@myviboe.com with "Financial Aid Representative" in the subject line. The position will remain open until filled.

THIS JOB ANNOUNCEMENT IS NOT INTENDED TO BE ALL-INCLUSIVE. EMPLOYEE MAY PERFORM OTHER RELATED DUTIES TO MEET THE NEEDS OF THE VIBE. THE VIRGIN ISLANDS BOARD OF EDUCATION IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER