

New York State Department of Civil Service
Division of Classification & Compensation

Classification Standard

Occ. Code 1764100

Higher Education Services Analyst 1, Grade 18	1764100
Higher Education Services Analyst 2, Grade 23	1764200

BRIEF DESCRIPTION OF CLASS SERIES

Higher Education Services Analysts administer student financial aid programs. Employees supervise or develop, prepare, and edit publications; deliver training or outreach to client groups; review program compliance; and analyze and interpret laws and regulations. Positions are classified within the Higher Education Services Corporation (HESC).

DISTINGUISHING CHARACTERISTICS

Higher Education Services Analyst 1: full performance level; performs professional activities in administering State and federal student financial aid and loan programs. The positions supervise program operations, including liaising with other organizations and levels of government and may supervise subordinate staff.

Higher Education Services Analyst 2: supervisory level; typically supervises a team of Higher Education Services Analysts 2 and staff.

RELATED CLASSES

Education Finance Specialists administer the fiscal activities of the State Education Department (SED) and school districts, Boards of Cooperative Educational Services, counties, libraries, colleges and universities, non-degree proprietary schools and local agencies that receive funds distributed by SED. Positions calculate financial support, authorize payments, audit and review fiscal transactions, advise and train funds recipients, analyze data, and prepare reports pertaining to education finance.

Student Loan Control Representatives perform a variety of collection and customer service activities requiring regular contact with borrowers, lending institutions, and third parties for the prevention and collection of defaulted student loans. These positions are classified at HESC and the State University of New York, where they perform these functions for the entire State University system.

ILLUSTRATIVE TASKS

Higher Education Services Analyst 1

Monitors and trains subordinate clerical, lower-level professional, or paraprofessional staff.

Provides program and policy information and training to relevant educational personnel.

Oversees case management to ensure compliance with program requirements.

- Makes professional judgments regarding program administration, including making appropriate designations pursuant to program categories.
- Maintains accurate and up-to-date lists, databases, and other sources of information and data.
- Ensures that applicable laws, regulations, policies, and procedures are implemented accurately.
- Reviews changes to systems and approves or denies them.

Serves as a resource for other professional and managerial staff in the development of regulations related to the program.

- Analyzes status of programs and formulates recommendations regarding reporting, tracking, managing program and resolving issues, coordinates resolution of findings and implementation of modifications.
- Conducts research to assist managers, executives, and other higher-level staff in the development of agency policy.
- Assists managerial staff in preparing budget projections.
- Makes recommendations to management regarding operational improvements.

Engages in a variety of customer service activities, including general communication duties and building and maintaining customer relationships.

- Serves as the lead HESC contact for inquiries pertaining to grant, scholarship, and student loan forgiveness programs.
- Obtains signed contracts from awardees and monitors the status of contracts returned.

- Compiles, edits, authors, verifies the accuracy of, and otherwise prepares various written products, such as letters to awardees and colleges, for management review or public dissemination.
- Researches issues and responds to correspondence from elected and other officials.
- Participates in the development of forms, bulletins, procedures, and other such materials that will be used directly in program implementation.
- Serves as liaison with other entities as dictated by the program area at issue.
- Provides technical assistance to customers on HESC web products and services and gathers feedback on processes.
- Attends conferences, workshops, focus groups, and various meetings, with customers or representatives, to provide technical training and to determine the need for technical, training, or other materials to be provided.
- Answers inquiries regarding program and policy rules, regulations, and related technical matters.

Higher Education Services Analyst 2

Serves as a unit manager within HESC.

- Supervises and coordinates the work of a given unit or operation within HESC.
- Supervises professional staff, including Higher Education Services Analysts 1.
- Manages the development and utilization of existing and new resources. Identifies needed operational improvements and oversees their implementation.
- Coordinates related agency-wide activities.

Designs, implements, enhances, and maintains data collection, processing, and storage systems.

Liaises with other parties (such as other staff at HESC or the staff of other agencies), speaks at conferences, and performs other communication or coordination duties.

Assists in preparing draft regulations; determines policy; provides policy advice; and interprets laws, rules, and regulations.

Authors, edits, reviews, updates, and otherwise compiles or prepares various programmatic materials, or supervises other staff in the performance of these functions.

Researches statutory and regulatory changes, and other issues as necessary, related to the covered program area.

Provides guidance on necessary administrative changes to other parties.

Performs as specialist within a specific program area.

May also perform all the duties and responsibilities of a Higher Education Services Analyst 1.

MINIMUM QUALIFICATIONS

Higher Education Services Analyst 1

Open Competitive: Six years of experience* in administering student financial aid, which must include the awarding of Title IV funds, grants, and scholarships; or the interpretation and application of laws, rules, and regulations related to student financial aid programs.

OR four years of the experience* described above and completion of a two-year traineeship.

*Substitution: Associate degree may substitute for two years of specialized experience; bachelor's degree may substitute for four years of specialized experience; master's degree may substitute five years of specialized experience; or J.D. may substitute for six years of specialized experience.

Higher Education Services Analyst 2

Promotion: one year of service as a Higher Education Services Analyst 1.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 6/26

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