



Job Description

POSITION: Financial Aid Counselor

GRADE: Exempt

DEPARTMENT: Financial Aid

POSITION REPORTS TO: Director of Financial Aid

JOB FUNCTION: The Financial Aid Counselor will report to the Director of Financial Aid. The primary responsibility of this position is to provide financial aid counseling (in person, phone, or e-mail) to students and parents regarding all financing opportunities (scholarships, grants, loans, and work-study) plus processing steps, payment options, and basic student account information. This position is also responsible for various processing operations and is expected to have a working knowledge of federal and state regulatory policies and procedures that govern student aid.

ESSENTIAL FUNCTIONS:

- The position is responsible for the administration of a federal, state, and/or institutional student aid program as assigned.
- The position is responsible for the administration of outside scholarships and various auxiliary scholarship and discount programs.
- Counsel students regarding academic progress, dependency status, and withdrawals.
- The position shares responsibility for federal verification processing, C-flag processing, and conflicting information resolution.
- Perform regular file reviews to ensure compliance with institutional, state, and federal regulations; adjust student aid packages and adjust funds based on changes to students' enrollment and/or housing status.
- Advise students and parents if additional information is necessary to complete and expedite financial aid awards which includes serving as a liaison with both internal and external agencies.
- Stay abreast of current financial aid regulations and policies by accessing literature, electronic databases, list serves and other informational resources. Attend appropriate training seminars and conferences sponsored by state, regional, and national professional associations and agencies.

QUALIFICATIONS:

- Bachelor's Degree required.
- Ability to communicate with a diverse student population with a sensitivity towards issues of ethnicity, disability, and diversity.
- Dedication to excellent customer service and the ability to communicate in an effective and professional manner with highly detailed and sensitive information.
- Strong problem-solving and analytical skills with the ability to evaluate options and generate solutions.
- Positive attitude with good organizational and interpersonal skills. Must be able to work as part of a team as well as independently.
- Self-starter with the ability to manage multiple high pressure tasks.

- Excellent written, verbal and interpersonal communication skills. Experience representing department as knowledgeable and authoritative while remaining supportive, calm and professional even under highly charged circumstances. Demonstrated ability to communicate technical information and convey disappointing information.
- Proficiency in Microsoft Office (Excel, Word, and PowerPoint) preferred.
- Some evening and weekends required. 10% travel required.
- Other duties as assigned.

WORKING CONDITIONS: Typical office working conditions.

Internal applicants please submit your resume within 5 business days 11/24/21.