



Financial Aid Counselor

Financial Aid

FA/4

JOB SUMMARY

This position is responsible for counseling students and the public regarding financial aid and managing and maintaining related records.

MAJOR DUTIES

- Advises students and parents regarding the availability of financial aid, eligibility requirements, and the application process.
- Verifies student financial aid information.
- Processes financial aid applications.
- Reviews needs analysis reports for accuracy and completeness.
- Completes financial aid reports.
- Prints and mails award letters.
- Presents financial aid information to students at orientation and other events.
- Coordinates and implement workshops for students and parents.
- Serves on assigned committees.
- Manages student financial aid records.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of federal, state and institutional financial aid programs, policies and procedures.
- Knowledge of the Banner financial aid module.
- Knowledge of federal and state student aid online reporting systems.
- Knowledge of need analysis principles.
- Knowledge of modern office methods, procedures, and equipment.
- Skill in the operation of computers and job related software programs.
- Skill in decision making and problem solving.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Director of Financial Aid assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include federal and state rules and regulations that pertain to the awarding and disbursing of federal and state aid. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied financial aid counseling duties. Strict regulations contribute to the complexity of the position.

- The purpose of this position is to provide assistance to students in matters pertaining to financial aid policies, procedures and processes. Success in this position contributes to the efficiency and effectiveness of the college's financial aid processes.

CONTACTS

- Contacts are typically with co-workers, other college employees, students, parents, representative of student loan companies, representatives of federal agencies, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for two years.