Financial Aid Counselor

Job Summary

The Financial Aid Counselor is responsible for counseling students regarding their financial aid and processing financial aid on a daily basis.

Job Duties and Responsibilities

- Assist students with general questions pertaining to their financial aid for walk-ins, phone calls and emails.
- Provide information to students regarding financial aid processes, available Programs and requirements.
- Inform students of the requirements for completing the financial aid application process.
- Maintain basic understanding of financial aid policy and procedures, regularly handle confidential information and maintain confidentiality of all student records and interactions in accordance. with the Family Educational Rights and Privacy Act {FERPA).
- Work with other departments as needed and conduct occasional presentations regarding financial aid.
- Review incoming financial aid documents for completeness.
- Monthly reconciliation of federal funds.
- Other job duties as assigned

Knowledge, Skills, Abilities and Personal Characteristics

- Proficiency in Microsoft Office (Excel, Word, PowerPoint) and Adobe
- Organized and detail oriented, strong communicator with excellent interpersonal skills and willingness to assist as needed along with well-developed analytical and problem-solving abilities.
- Ability to establish and maintain effective working relationships with other staff members, campus departments, outside agencies, and students/families.
- High degree of initiative and independent judgement and ability to perform duties independently with minimal supervision.
- Excellent oral and written communication skills and a comfort level with public speaking before large groups as required.

Education, Training, and/or Experience

Required Qualification:

- Bachelor's degree
- 2-4 years in a related field in a professional setting

Preferred Qualifications:

- Banner experience
- Prior Financial Aid or higher education experience
- Technical background – websites, software systems
- Strong communication and interpersonal skills
- Excellent attention to detail and organizational ability

Reports to: Director of Financial Aid