

# Financial Aid Counselor

The Financial Aid Counselor provides financial aid counseling to students and parents regarding all aspects of the financial aid process. This position makes necessary referrals to other student service offices and conducts verifications, resolves conflicting information, resolve C-Flags, and performs needs analysis in compliance with regulations. The role of Financial Aid Counselor is a critical component to the overall student experience at Stillman College.

## PRIMARY DUTIES AND RESPONSIBILITIES\*

- Provide financial aid counseling to students and parents both in person and over the phone throughout the students' academic career at Stillman College.
- Counsel and advise students about financial aid eligibility, application procedures, aid programs, costs, indebtedness, money management and financial planning and individualizes information to the particular needs and situations of the students.
- Collect information to resolve verification, C-Flags and conflicting information issues.
- Awarding and disbursement, financial aid based on federal, state, and institutional policy.
- Utilize professional judgment to adjust a students eligibility based on documentation in accordance with federal regulations. May refer complex situations to Director.
- Present financial aid information to students, parents, high school guidance counselors and college constituents.
- Provide good customer service by responding to students' and parents' inquiries accurately and in a timely manner.
- Maintain a working knowledge of all federal, state, and college programs administered by the Financial Aid Office. Keep abreast of all changes in federal, state, and college laws, rules and regulations by reading aid literature and attending various training sessions.
- Contact student to clarify questions or to request additional information.
- Represent the department at special events such as high school college nights, orientations, financial aid workshops, financial literacy workshops, etc.
- Manage and reconcile assigned aid program.
- Participate in the development of institutional financial aid policies and procedures that will positively impact efficiency and quality of service provided.
- Attends workshops and conferences requiring out-of-town travel.
- Performs other related duties as assigned by Director to support the mission of the college.

**SUPERVISION** – Works under the general supervision of the Director of Financial Aid.

**ATTENDANCE** – Individuals in this position are expected to be generally available during the normal business day throughout the calendar year, and occasionally as needed on evenings and weekends.

**WORKING CONDITIONS** – Conditions are generally those of a typical office environment, requiring frequent online and oral communication with students and office colleagues, and occasionally with subject matter experts from the federal and state governments and other colleges. Individuals must have the ability to enter data and written communications in electronic format on time and to occasionally participate in public presentations. Occasional evening travel on rural roads under winter conditions may be necessary.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree required and two year of experience at an institution of higher education focusing on financial aid and/or student counseling OR Associate degree with five years of experience at an institution of higher education focusing on financial aid and/or student counseling.
- At least two years of experience with Ellucian Colleague.
- Excellent communication and counseling skills (verbal and written).
- This position involves significant interaction with students and parents. Ability to counsel, advise, disseminate financial aid information, educate staff and administration, make referrals for students and staff over a wide range of subjects relating to the financial aid process, eligibility requirements, navigating through college-wide administration, with good communication skills while utilizing professionalism and confidentiality.
- Strong analytical and computer proficiency skills are necessary, along with the ability to multitask effectively.
- Strong motivational skills to create a positive and engaging work environment with a focus on customer service.
- Able to counsel and handle difficult situations with sensitivity and responsiveness to student needs.
- Strong ability to take initiative and follow through to completion all assignments and projects in a timely manner with demonstrated ability to prioritize, organize and collaborate among staff and management.
- 2 NASAA certifications is highly desired but not required.

**JOB DIMENSIONS** – Knowledge of work, planning, and organizing, self-reliance, sensitivity, attention to detail, work standards, initiative, stress tolerance, technical/professional self-development, analysis, judgment, commitment to the College, teamwork, dependability, communication

**Stillman College is an equal opportunity employer**

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\* This job description is intended to describe the type and level of work being performed by a person in this position. It is not an exhaustive list of all duties and responsibilities required by a person so classified.

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