

OVERVIEW: Under the supervision of the Director of Financial Aid, the Financial Aid Counselor will evaluate and processes financial aid to students in accordance with federal, state, and college regulations, policies and operating guidelines and counsel students and families on financial literacy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Determines financial needs of students and advises students and parents regarding financial options, processes and requirements.
- Analyze and evaluate financial viability of students and parents.
- Counsel students and parents regarding available financial aid opportunities, eligibility requirements, and the application process.
- Reviews and assesses eligibility of applications for financial aid with the director and determine whether adjustments should be made.
- Advises students of their obligation to provide and/or update their information and the penalties when verification or documentation of independent status is required.
- Answers questions, inquiries, or requests from students, parents, or guardians in inquiries relative to their financial aid packages and or status professionally and accurately.
- Consistently follow-up with students on any and all missing paperwork to ensure that their file is completed in a timely manner.
- Completes the process from inception to culmination on new and continuing student loan grant applications prior to disbursement.
- Monitor and manage document tracking.
- Occasional nights and/ or weekends will be required for new student events and/or community outreach.
- Other collaborative duties as needed with registration and student records.

COMPETENCIES

- Ability to calculate numbers accurately, investigate and analyze information and draw conclusions.
- Ability to make evaluative judgements.
- Ability to write and submit reports timely.
- Ability to effectively and accurately respond to questions from students, parents, staff and faculty.
- Ability to understand and carry out instructions furnished in written, oral or schedule form.
- Ability to utilize excellent communication techniques to include verbal and written communication techniques.
- Ability to remain professional at all times during stressful situations.
- Ability to establish and maintain cooperative working with staff members, supervisors and other campus departments.
- Ability to follow established confidential procedures.
- Ability to work independently and/or part of a team.
- Ability to work effectively with a wide range of constituents in a diverse socioeconomic backgrounds community.
- Ability to work effectively in a high volume environment.
- Ability to verify and assess student eligibility for financial eligibility.
- Ability to work on projects and/or tasks simultaneously while meeting established timelines.

- Ability to occasionally assist with new student special and university events outside of the normal business hours.
- Ability to maintain and manage financial and academic records in excellent order.
- Ability to present financial aid workshops to the college community and prospective families.
- Ability to assist in the training of new staff.
- Knowledge of financial aid policies, procedures, and eligibility requirements.
- Become knowledgeable of federal and state laws, regulations, financial aid application and awarding processes and policies concerning the provision of financial aid to students.
- Commitment to providing excellent customer support services.

COMPUTER SKILLS:

- Ability to use electronic mail software to include Microsoft Outlook.
- Ability to use multiple internet browsers.
- Ability to use Microsoft Office software to include Word and Excel.

PHYSICAL DEMANDS

- The employee must be able to occasionally lift and/or move up to 20 pounds.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time using their hands to write, handle, control, or feel objects.

WORK ENVIRONMENT

- This position works in a busy environment with moderate noise level.

EDUCATION, EXPERIENCE, and TRAINING:

- High School Diploma or General Education Degree (GED); some college credits and 2- 4 years of related experience or training; Bachelor's Degree preferred.

TO APPLY

Email your resume to Lee Ann Avirett, Director of Financial Aid, at: avirettlm@webber.edu