Student Financial Services Advisor

Job Title
Extended Job Title
Department
235 – Student Financial Services
Job Category/FLSA Status
Full-Time / Exempt
Accountability/Reports To
Director, Student Financial Services
Authority Over/Manages
None
Security Sensitivity
Yes

Position Description
To provide information, advice and assistance regarding various types of Federal and Institutional Financial Aid available to facilitate the enrollment of students, consistent with the College’s mission, accreditation standards, and applicable regulatory guidelines.

Major/Essential Functions

➢ Provides specialized assistance and information to students and parents regarding student financial programs and services.
➢ Process student aid applications and package awards.
➢ Counsel students and aid recipients regarding cost of attendance, methods of payment and management of financial responsibilities.

Duties/Responsibilities

➢ Process student financial aid requests from application through disbursement processes including: review and correction of Student Aid Reports; review and process adjustments associated with Verification process; review student eligibility for various federal, state, and institutional financial aid programs and package appropriately; generate award letters and counsel students on all aspects of financial aid awards; review and correct student files as needed to insure proper disbursements.
➢ Provide courteous, accurate, and timely dissemination of information to students with regard to: completion of the Free Application for Federal Student Aid (FAFSA); program eligibility; positive and negative benefits associated with various financial aid programs; presentations to potential and/or new students; various requests for information via email, phone, and/or mail; new or updated federal, state, and institutional regulations pertaining to student financial assistance; questions surrounding student loan entrance and exit counseling.
➢ Process student loans including but not limited to: loan applications; loan certifications; change adjustments; review and correction of all loan processing errors; loan proceeds received via hard copy check; participate upon request in request for information from student lending companies.
➢ Analyze various system-generated reports such as grades,

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enrollment status or award status to verify continued compliance and eligibility of students receiving aid under regulatory guidelines, notifies students of changes in eligibility awards and alternatives to amend status.

- Distribute document request letters and other student correspondences.
- Assists in the collection of funds, including resolution of problems with Pell disbursement records or problems that are due to processing issues.
- Provide assistance to auditors when reviewing accuracy and timeliness of processing.
- Assist students with their student accounts including payments and collections administration.
- Resolves any conflicting information, ensures complete and accurate processing and maintains compliance with all program requirements.
- Interpret, implement, and maintain up-to-date knowledge of Federal and State guidelines governing financial aid programs.
- Special projects including but not limited to assisting the Director as needed with: the collection, analysis, and dissemination of data related to financial aid, enrollment management, or topics related to higher education; the compilation of annual student cost of attendance budgets; the completion of various internal and external requests for information.
- Perform other related duties as assigned.

**Required Qualifications**

- Bachelor’s degree with one year experience in a college or university setting or three to five years financial aid advising or equivalent combination of training and experience.
- Knowledge of government, donor and/or institutional rules, regulations, guidelines and procedures for awarding financial aid.
- Any equivalent combination of experience, training and/or education as approved by Human Resources.
- Exceptional written and oral communication skills.
- Be a committed Christian and in good standing with a local church.
- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

**Preferred Qualifications**

- Bachelor’s degree with one to three years of financial aid administration experience, including PowerFAIDS system utilization.
- Experience with the Department of Education's electronic system
- Bilingual in English and Spanish.

**Equipment, Skills & Knowledge Needed To**

- Ability to execute policies, procedures and processes in compliance with institutional standards, including federal and other regulations
Perform Job

- Ability to transferring data from student documents and other financial aid paperwork into the database accurately and timely.
- Proficiency in use of Microsoft Word, Excel, Power Point, Internet, e-mail and proficiency with PowerFAIDS a plus.
- Ability to perform business math computations and maintain accurate financial records.
- Familiarity with the Department of Education/ Title IV software.
- Exercise sound judgment in reviewing and screening applications for financial aid when determining eligibility and evaluating special circumstances.
- Ability to communicate (verbal and written) with individuals and groups effectively.
- Ability to work cooperatively as a team member.
- Ability to work effectively under pressure and meet deadlines.
- Excellent interpersonal skills and a commitment to provide outstanding customer support services.

Measurable Expectations:

- Process, maintain, and submit accurate and timely student aid transactions.
- Manage financial aid student clients as assigned.
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Working Conditions/Environment, Necessary Travel, Unusual Hours, etc.

- Typical office and higher education environment.
- Ability to work some evenings and weekends as needed in support of student enrollment activities.

Mobility/Physical Demands:

- Employee must display an appropriate level of mobility.
- Employee must talk and listen via face-to-face contact and telephone.
- Employee may be required to lift and/or move up to 35 pounds.

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.