

Financial Aid Counselor

POSITION: Financial Aid Counselor
DEPARTMENT: Financial Aid Office
SUPERVISOR: Director of Financial Aid

GENERAL JOB DESCRIPTION

The Financial Aid Counselor assists students and parents with the financial aid process and provide information on financial aid procedures and eligibility requirements. Adhere with institutional, state, and federal compliance guidelines, takes the initiative to resolve problems, and assist with the overall day-to-day activities associated with the processing of all items associated with financial aid.

MAJOR DUTIES AND RESPONSIBILITIES

- Counsel and advise students, parents, alumni, and employees about financial aid eligibility, application procedures, aid programs, packaging policies, costs, billing process, indebtedness.
- Provide information via email, phone, and personal contact
- Determine financial aid eligibility and award financial aid within federal, state, and/or institutional guidelines to new and returning students; process financial aid paperwork and collect or analyze financial data on students.
- Interact with students and/or families to follow up on missing or deficient information and documents;
- Know verification process of a FAFSA on selected financial aid applications; Submit corrections to the Department of Education, evaluate eligibility and changes awards if necessary.
- Assists in the preparation and presentation of information regarding federal, state, and institutional financial aid, scholarships, employment and grants for various campus groups, high school students and parents at meetings, group discussions, workshops and recruitment sessions and orientations.
- Work closely with internal constituents; bursar, business office, admissions, human resources, international office
- Provide sources of loans and payment options; knowledgeable about Master Promissory Notes and Entrance counseling done through the Department of Education.
- Other tasks as assigned

QUALIFICATIONS FOR THE JOB

- Bachelor's degree required;
- Preferred minimum 1-3 years' experience in financial aid or at a college/university;
- Excellent communication and counseling skills (verbal, written, and presentation);
- Exhibits meticulous attention to detail and strong problem-solving skills;
- Demonstrated experience in providing quality customer service, patience, high energy, enthusiasm for helping others and a positive attitude, even in stressful situations and peak times;
- Ability to organize and manage multiple projects while working in a high pressure, fast paced and frequently changing environment;
- Demonstrate experience working with diverse populations;
- Ability to maintain high level of confidentiality;
- A "team player", as well as ability to work independently;
- Familiar with the complex regulations of federal and state financial aid programs;
- Prefer working knowledge in a student/financial aid information system;
- Experience with MS Word and Excel, Power Point and any email program;
- Ability to work a flexible schedule to include office hours as well as potential extended hours and weekends required, some travel may be required; and
- Must be in good standing with Federal Student Loans.

KEY COMPETENCIES

- Interdependence:* Fosters collaboration
- Communication:* Strong decision making and communication skills
- Accountability:* Formulates effective and progressive strategies aligned with University mission and values
- Respect:* Creates an engaging, collaborative work environment by bringing diverse people and ideas together
- Entrepreneurship:* Influences and inspires

PHYSICAL REQUIREMENTS

- Ability to sit, listen, hear, speak, read, write, climb stairs, bend, stoop, and stand for intermittently long periods of time. Must be able to use a computer to accomplish a variety of job tasks.



We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests. Tiffin University actively seeks to increase the diversity of its workforce. We are dedicated to providing educational, working and living environments that value the diverse backgrounds of all people.

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