

Financial Aid Counselor

POSITION:	Financial Aid Counselor
SUPERVISOR:	Director of Financial Aid
DEPARTMENT:	Financial Aid
LOCATION:	On-campus, located in Tiffin, OH
JOB TYPE:	Full-time
GRANT-FUNDED:	No
SOC CODE:	21-1012

General Job Description:

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

Key Responsibilities:

- Counsel and advise students, parents, alums, and employees about financial aid eligibility, application procedures, aid programs, packaging policies, costs, billing process, and 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 assistance 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 the verification process of a FAFSA on selected financial aid applications; Submit corrections to the Department of Education, evaluate eligibility, and change awards if necessary.
- Assists in preparing and presenting 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: student accounts, business office, admissions, advising, human resources, and 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:

Education

- Bachelor's degree

Experience

- Preferred minimum of 1-3 years of experience in financial aid or at a college/university.

Other

- Excellent communication skills (verbal, written, and presentation).
- Exhibits meticulous attention to detail and strong problem-solving skills.



- Demonstrated experience providing quality customer service, patience, high energy, enthusiasm for helping others, and a positive attitude, even during stressful and peak times.
- Ability to organize and manage multiple projects in a high-pressure, fast-paced, and frequently changing environment.
- Demonstrate experience working with diverse populations.
- Ability to maintain a high level of confidentiality.
- A “team player,” as well as the ability to work independently.
- Familiar with the complex regulations of federal and state financial aid programs.
- Prefer working knowledge of a student/financial aid information system.
- Experience with MS Word, Excel, PowerPoint, and any email program.
- Ability to work a flexible schedule to include office hours and potential extended hours and weekends; some travel may be required.
- Must be in good standing with Federal Student Loans.

Why Join Tiffin University?

Tiffin University offers a collaborative, mission-driven environment where your financial expertise directly supports student success and institutional growth. We value innovation, transparency, and partnership—and provide the opportunity to make a meaningful impact.

At Tiffin University, we believe in taking care of our employees. That’s why all full-time employees enjoy a comprehensive benefits package designed to support their health, financial security, and work-life balance:

- Medical, dental, and vision insurance to keep you and your family healthy.
- Health Savings Account with annual employer incentive contribution & Flex Spending Account with options to save pre-tax dollars for medical, dental, and vision expenses.
- Employer-paid basic life insurance and long-term disability, plus voluntary plans for supplemental life insurance and short-term disability.
- A 403(b) retirement plan with employer matching contributions to help you plan for the future.
- Generous paid annual and sick leave, plus paid holidays throughout the year.
- Educational tuition benefits for you and eligible family members.
- Access to a confidential Employee Assistance Program (EAP) for personal and professional support.

Tiffin University provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. While we strive for a diverse mix of candidates, all employment decisions are made without regard to race, sex, or other protected characteristics.



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