FISK UNIVERSITY

Job Description Form

Position Title: Financial Aid Counselor

Department: Financial Aid

Reports To: Director of Financial Aid

FLSA Designation: Exempt

Bargaining Unit Position: None

Date Written/Revised: 11/28/11

POSITION SUMMARY

This position is part of a counseling team that provides excellent, efficient, and timely, customer service to all clients who visit or contact the Office of Financial Aid, ensuring the customer is provided the information they need to navigate through the financial aid and scholarship process. This position is primarily responsible for the day-to-day counseling services offered by the Office of Financial Aid to students and their families. This position maintains a thorough and current working knowledge of all federal Title IV, State of Tennessee, and institutional rules, regulations and procedures to ensure the accurate release of information and program compliance.

ESSENTIAL FUNCTIONS

- Counsel students and parents on the financial aid delivery process
- Verify financial aid applications for completeness and accuracy
- Assist financial aid staff members that have specific program responsibilities, i.e. College work-study and Direct Loan Program
- Respond to financial aid processing inquiries from parents and students
- Participate in events and out-reach activities (i.e. orientation, high school visits)
- Coordinate internal and external scholarship program

SECONDARY FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the particular requirements of the University.

ORGANIZATIONAL RESPONSIBILITY

Associate Director, Financial Aid Counselor and Financial Aid Secretary

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Title IV regulations
- Experience working with SCT Banner, particularly the Financial Aid Module highly desirable
- Knowledge of Microsoft Office
- Ability to work with minimal supervision and to effectively work in a multitasking environment
- Must be committed to the delivery of high quality customer service to University consistencies
- Ability to build successful working relationships with other offices on campus
- Excellent organizational skills

QUALIFICATIONS

Education: BA/BS from an accredited 4 year institution of higher education. Masters degree preferred

Experience: Four years of financial aid experience at the 4 year university level with experience and working knowledge of NSLDS, FAA Access and the COD system. Ability to conduct financial Aid workshops when necessary.

Licenses or Certificates: N/A

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; talk and hear. The employee may regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Normal office conditions. The noise level in the work environment is usually moderate.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.