Position Title: Financial Aid Counselor

Department: Financial Aid Office

Reports To: Director of Financial Aid

FLSA Designation: Exempt

Bargaining Unit Position: N/A

Date Written/Revised: November 2013

POSITION SUMMARY

Fisk University in Nashville Tennessee has two open positions for a Financial Aid Counselor. The positions available are full-time professional exempt positions that reports to the Financial Aid Director. 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
• Participates in events and out-reach activities (i.e. orientation, high school visits)
• Coordinate internal and external scholarship program

SECONDARY FUNCTIONS

Other duties as assigned.

ORGANIZATIONAL RESPONSIBILITY

Provides indirect managerial oversight for the following financial aid office functions: College Work-study Coordinator, Direct Loan Coordinator and Financial Aid Secretary.

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

• Knowledge of financial aid regulations preferred
• Experience working with Euliclan 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.
• Excellent organizational skills
• Ability to conduct financial aid and other training presentations to both small and large groups.
• Final candidate must successfully pass a background check and cannot be in default on a student loan either upon hire or while employed in this position.

QUALIFICATIONS

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

Experience: Two or more years of financial aid experience in a higher education setting; Experience with federal financial aid data systems including NSLDS, FAA Access, and COD.

Licenses or Certificates: None required.

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.