

Bay State College located in Boston's Back Bay is a private college whose mission is to provide students with a quality education that prepares them for professional careers and increasing levels of higher education. Currently we are seeking candidates for the position of Financial Aid Counselor

GENERAL SUMMARY:

The Financial Aid Counselor position is responsible for all aspects tuition planning, with emphasis on in a team environment. The individual will provide financial literacy to students and families, counsel them on debt management and assist them in choosing the best financing options. This position will work closely with the admissions, enrollment, financial aid, and the campus community to ensure that prospective students and parents have a complete and comprehensive understanding of the cost of attending the college.

Duties & Responsibilities:

- Resolves over award situations, which involve reducing, reallocating, or cancelling one or more aid programs because of receipt of additional resources
 - Oversees/maintains special programs which may include study abroad, consortium agreements, state programs
 - Verifies class attendance if needed, to determine aid eligibility for students who have resigned or dropped classes
 - Works closely with the Registrar in monitoring aid packages for financial aid recipients enrolled in previously passed repeated courses and accelerated courses
 - Conducts financial aid informational walk-in sessions for students as needed
 - Establishes excellence in customer service by using appropriate communication skills and by fostering an atmosphere of care and concern. Uses Professional Judgment standards to determine the most beneficial route for students in terms of aid packages, and documents decisions.
 - Support the Business Service Center to ensure quality service is provided in an effective and efficient manner. Provides customer service support for employees staffing the front counter and phone
 - Individually counsels prospective and enrolled students about financial aid by personal conference, phone, mail, or email.
 - Provides support to financial aid staff in all areas of the office to ensure accurate dissemination of information to students and parents
 - Maintain up to date knowledge and understanding of the federal and state government rules and regulations
 - Identifies and resolves discrepancies in self-reported information by the student against actual documentation and electronically submitting these corrections to the Department of Education
 - Performs calculations to originate the financial aid package. These calculations are based on the cost of attendance less other aid received in order to determine the students' remaining need for Title IV funds. Reviews student requests for increases in their financial aid package.
 - Analyzes loan data from the National Student Loan Data System to ensure that the student qualifies for certification of the requested loan amount based on annual and aggregate loan limit eligibility set by the federal government, Pell Grant overpayment or loan default status
 - Other duties as assigned
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- Education/Experience required:
Two years experience working in a Financial Aid Office and strong knowledge of federal and state financial aid regulations. Working knowledge of Microsoft Office and comprehensive student information systems, preferable CampusVue re

Preferred Education/Experience:
Bachelor's Degree and proficiency in Spanish

Employment Basis:
Full-time

Salary Range:
commensurate with experience

Interested and qualified candidates should forward their resume, cover letter stating salary requirements and three professional references to :

Jeani Stella-Devani
Director of Student Financial Services

jdevani@baystate.edu

or

humanresources@baystate.edu

Bay State is an equal opportunity employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.