POSITION TITLE: Financial Aid Counselor

REPORTS TO: Assistant Director of Financial Aid

PRIMARY FUNCTION: The financial aid counselor will be involved in all aspects of financial aid administration including but not limited to counseling of students/families, needs analysis, processing of applications, loan processing, verification and packaging. Working within federal, state, and institutional policies and regulations, the Financial Aid Counselor provides financial aid information and counseling services to students and families. We are searching an organized and detail-oriented candidate who will work in a collaborative and fast-paced team environment.

AREAS OF RESPONSIBILITY:

Counsel prospective and current students/families about financial aid eligibility, application procedures, aid programs, packaging policies, costs, billing process, indebtedness, money management and financial planning.

Review and monitor cohort of student financial aid applications and determines eligibility based on institutional, federal and state regulations, using judgment and problem solving skills. Awards financial aid funds and certifies student loan applications.

Modifies financial aid packages based on changes in enrollment level, budget adjustments, additional aid, etc. and communicates changes in eligibility to students.

Provide a financial aid overview to all prospective students and their families of available funding sources and the institution's financial options while encouraging responsible debt management.

The position will also bring the experience necessary to cultivate and manage relationships with prospective students, their parents and families.

Must have the ability to interact with students and parents calmly and graciously under difficult situations and be capable of explaining complex and confusing regulations to students and parents.

The counselor will represent the department at special events such as Open House, Accepted Student's Day, etc.

Follow-up on: incomplete loan applications, missing loan applications and renewal applications, missing in-school financial aid forms and other incomplete paperwork on new starts and returning students.

Assist with other projects as needed.
KNOWLEDGE, SKILLS, ABILITIES:

1. At least 2 years working knowledge of federal Title IV and state financial aid regulations.
2. Excellent communication and counseling skills (verbal, written, and presentation)
3. Detail oriented and ability to organize and manage multiple projects while working in a high-pressure office during peak business times of the year.
4. Experience working with Microsoft, financial aid management systems, websites, etc.
5. Patience, high energy, enthusiasm for helping others
6. Bachelor Degree preferred
7. Requires working some evenings and weekends.
8. Requires some local travel

HOW TO APPLY

Qualified, interested applicants should forward via email their resume, three professional references as well as a cover letter stating their salary requirements to: Jennifer Muldowney Assistant Director of Financial Aid, jmuldowney@baystate.edu