



Financial Aid Counselor

The Financial Aid Planning Counselor is a full-time position reporting to the Director of Financial Aid Planning focused on educating students about the process of financing their education while supporting the mission of the institution and the overall goals of increasing enrollment, retention, and graduation rates. The Counselor will be involved in all aspects of financial aid administration, including compliance with state and federal regulations, with a heavy emphasis on the counseling of students and their families.

Essential Job Functions:

- Manage a dedicated caseload, providing students and their families with individualized counseling in all aspects of the financial aid process, including verification, alternative financing, and responsible debt management.
- Provide regular outreach and follow-up to students on outstanding items such as incomplete or missing loan applications, financial aid forms, and other documents required for packaging.
- Determine financial aid eligibility of students based on institutional, state, and federal regulations; prepare detailed financial aid packages and award letters and certify student loan applications.
- Perform regular file reviews to ensure compliance with institutional, state, and federal regulations; make adjustments to student aid packages and adjust funds based on changes to students' enrollment statuses.
- Review all pertinent internal and external data and reports to ensure aid is being processed timely and accurately, including, but not limited to registration reports, ISIRs, and transfer credit evaluations.
- Exercise discretion and demonstrate strong professional judgment when making decisions in special or complex circumstances; seek assistance from the Director and, when appropriate, provide recommendations to best resolve these cases.
- Remain current on all institutional, state, and federal regulations; participate in regular training and professional development on best practices to ensure compliance.
- Represent the Office of Financial Aid Planning at college-wide events, including Open Houses, Accepted Students' Days, student registration events, and orientations.
- Assist the Director with other projects as needed.

Qualifications: Bachelor's degree required. One (1) to two (2) years' experience and working knowledge of federal Title IV and state financial aid regulations. Knowledge of financial aid management systems and/or student information systems (NSLDS, COD, CampusVue or similar operating system). Strong interpersonal skills, including the ability to cultivate and manage relationships with students and their families; also must demonstrate strong verbal and written communication skills. Must be detail-oriented, with the ability to self-manage multiple projects while working under deadlines during peak times of the year.

Supervisory Responsibility: No supervisory responsibility

Travel: Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected. May require travel to other locations occasionally.

Physical Requirements: Sedentary work. Exerting up to 10 to 15 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Stooping. Bending body downward and forward.

Working Conditions: Normal office conditions. Must be available to work a flexible schedule, including evening, overnight, and weekend hours.

Job Type: Full-time, Exempt
Location: Boston, MA
Experience: Financial aid: 2 years (Preferred)
Education: Bachelor's (Required)
Posting Date: 11/20/18

Pre-Hire Process:

- Authorized to work in the following country: United States
- Willing to undergo a background check in accordance with local laws and regulations

Interested and qualified candidates should email a cover letter and current resume to the Director – Office of Financial Aid Planning, Jennifer Muldowney, jmuldowney@baystate.edu. Please include Financial Aid Counselor in the subject line.

No Phone Calls Please.

Bay State College is a private career-focused college founded in 1946 in the Back Bay neighborhood of Boston. With a Mission to prepare students for successful careers and global citizenship through academic rigor and individualized support, Bay State College seeks candidates who will be leaders in fulfilling that Mission.

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.