



Financial Aid Counselor

The Financial Aid Counselor is a **part-time position in our Taunton Campus** and **Full-time in our Boston Campus**. This position is reporting to the Director of Student Financial Aid Services 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 Duties:

- 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. Recommended knowledge of federal Title IV and state regulations or experience working in a similar capacity within higher education. Knowledge of financial aid management systems and/or student information systems. 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.

Travel: Travel is primarily local during the business day. May require travel to other locations occasionally.

Physical Requirements: Sedentary work. Exerting up to 10 to 15 pounds of force occasionally and/or a 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.

How to apply: Interested and qualified candidates should email a cover letter and current resume to the Human Resources at payroll@baystate.edu. Please include Financial Aid Counselor in the subject line. **No Phone Calls Please.**

Bay State College 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.