



Job Description

Title: Financial Aid Counselor

Department: Financial Aid

Reports To: Director: Financial Aid

FLSA Status: Non-exempt

Characteristics of Job:

Responsibilities may include but are not limited to performing a variety of duties associated with the coordination, awarding, disbursement and returning of state, federal and institutional financial aid assistance programs.

Example of Duties and Responsibilities:

- Provide information to students regarding financial aid program requirements and procedures.
- Evaluate documented financial need. Advise parents and students about availability, application processes, rights and responsibilities related to student aid.
- Receive limited supervision within a broad framework of standard policies and procedures.
- Accept financial aid applications, forms; review for completeness, accuracy; verify information reported on student applications to determine eligibility for awards; screen applications; review student folders, transcripts, test scores, and process.
- Interview students seeking financial assistance; perform needs analyses; assist in packaging of awards which includes completion of Federal, State and private scholarship applications.
- Monitor work-study students as appropriate; check for satisfactory progress for financial aid students.
- Review and verify as required, information reported on financial aid applications and determine eligibility; verify students' income.
- Provide loan counseling and debt management tasks for each student requesting a loan; process loans and end correspondence to borrowers informing them of repayment responsibility.
- Apply financial aid policy to identified students who have exceeded funding limitations; assist in process of financial aid appeals.
- Demonstrate integrity and ethical behavior in working with confidential information and maintain a high level of confidentiality.

- Job responsibilities include driving on University business for your department whether the frequency is daily, weekly, monthly, or occasionally.

Minimum Requirements:

- Bachelors Degree preferred
- Three years previous Financial Aid or Higher Education experience preferred
- Excellent organizational skills
- Proficient in MS Office products and ability to learn other software programs
- Detail orientated, accurate with ability to prioritize information in a timely manner
- Strong communication skills; written, oral, active listening and interpersonal skills; work effectively in team situations
- Proactive in identifying potential issues
- Demonstrate computational ability
- Knowledge of affirmative action and personnel policies
- Understanding of conflict resolution techniques and demonstrate ability to confront employees in a positive manner
- Understand cross-cultural communication needs and respond accordingly
- Understanding of Union Commonwealth University strategic plan and goals and ability to demonstrate and communicate the one to one nature of our institution.

Additional Requirements:

- Criminal background check prior to employment

Typical Working Conditions and Unique Physical Requirements:

- Work is typically performed in an interior office
- Noise levels is generally quiet to moderate
- Regularly required to speak and hear
- Frequently required to stand, walk, and sit for extended periods of time over various terrains
- Occasionally required to reach with hands and arms, bend, stoop, kneel, or crouch
- Recurrent climbing of interior and exterior stairs
- Vision capability required but not limited to distance, peripheral and low light
- May be required to lift or carry items weighing up to 25lbs

The statements in this description are intended to describe the general nature and level of work being performed by individuals assigned to this classification. Examples of duties or responsibilities are not to be construed as an exhaustive list describing the duties or responsibilities required of personnel so classified. These examples are also not to be interpreted as limiting the appointing authority's ability to

append or otherwise alter the duties and responsibilities of the position. The use of an individual expression or illustrations to duties or responsibilities shall not be regarded, as excluding assignment of others not mentioned which are of similar kind or quality.

Union Commonwealth University (the "University") is committed to maintaining an educational, employment, and business environment free of all forms of discrimination. The University provides full and equal access to its educational services, classes, and programs without regard to and prohibits discrimination based on the protected characteristics of age (40 and older), race, color, national origin, ancestry, religion, sex (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, AIDS/HIV status, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, status as a smoker or nonsmoker, medical condition, sexual orientation, marital status, or because an individual is perceived to have one or more of the foregoing characteristics, or any other status protected by federal, state, or local laws