

Job Title:	Financial Aid Counselor	Position Number:	50164286
Department:	Student Affairs	Job Family:	Student Services
FLSA Status:	Non-Exempt	Date:	04-12-2019
Pay Grade:	37	New or Repost:	Repost
JOB ID#:	19000000RM		

Pay Grade: 37

Hiring Range: \$16.19- \$19.43/ Hourly

JOB SUMMARY/ESSENTIAL JOB FUNCTIONS:

The Financial Aid Counselor assists prospective and current students to obtain the necessary resources to finance education. This includes, contacting and providing information to students and parents as to the various options for financial aid. This position packages student awards and processes student loan requests in an efficient, accurate and timely manner, adhering to federal and state requirements and providing timely follow-up to resolve issues. The Counselor provides consistent college specific financial aid presentations.

DUTIES AND RESPONSIBILITIES:

1. Communicates vital information to students, prospective students and parents as to guidelines for Financial Aid processes and eligibility.
2. Counsels current and prospective students on federal Title IV, state, and other aid resources, policies, and application procedures.
3. Evaluates, approves, and awards federal loans to students in accordance with federal, state, and University regulations, policies, and operating guidelines.
4. Understands and articulates rules and regulations related to Packaging, Awarding (i.e. FWS, Direct Loans, institutional loans, etc.), Verification, Cost of Attendance, Budget Adjustment/Professional Judgment requests, and Satisfactory Academic Progress.
5. Maintains communication with colleges as it relates to the awarding of college endowed scholarship awards.
6. Provide financial aid presentation at orientation and other events as necessary.
7. Resolves issues related to awarding and disbursement of financial aid.
8. Processes additional loan requests throughout the school year.
9. Provides mandatory one-on-one counseling session to newly enrolled first year students at UTHSC.
10. Assists the office in developing policies and procedures.
11. Performs other duties as assigned.

MINIMUM REQUIREMENTS:

EDUCATION: Bachelor's Degree (**TRANSCRIPT REQUIRED**)

EXPERIENCE: One (1) year of higher education experience (preferably in financial aid); **OR** a combination of education and related work experience to equal nine (9) years. Financial aid experience with a strong orientation towards high-volume and time-sensitive financial aid processes is preferred. Excellent communication skills with specific ability to interact with students, staff and other departments/colleges on and off campus. Computer literacy skills, including knowledge of software for loan packaging.

Knowledge of federal and state programs and of the rules related to administering programs. Excellent customer service skills ensuring to meet student needs in a timely and efficient manner.

WORK SCHEDULE: This position may occasionally work evenings; occasional travel.