

Job Title:	Financial Aid Counselor	Position Number:	50333863
Department:	Student Affairs	Job Family:	Student Services
FLSA Status:	Non-Exempt	Date:	04-12-2019
Pay Grade:	37	New or Repost:	Repost
JOB ID#:	19000000RN		

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 serves as the main contact for federal work-study (FWS) processing and payroll; 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. Responsible for understanding and articulating 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. Maintain communication with colleges as it relates to the awarding of their college endowed scholarship awards.
4. Resolves issues related to awarding and disbursement of financial aid. Processes additional loan requests throughout the school year.
5. Provides mandatory one-on-one counseling session to newly enrolled first year students at UTHSC.
6. Assists the office in developing policies and procedures.
7. Ensures accuracy of data in Banner and IRIS for work-study processing.
8. Works closely with the Department of Education, Colleges, UTHSC Payroll and UTHSC Finance and Business Office to ensure the appropriate awarding of FWS as well as the proper reconciliation of the FWS Program.
9. Reconciles funds on a monthly basis in conjunction with Business and Finance and monitors student work assignments for accurate and timely disbursements consistently with federal regulations.
10. Ensures FWS awards are appropriately disbursed and credited to student's accounts by meeting with, auditing of Supervisor files and timely notifications to Supervisors on student's continued FWS eligibility.
11. Participates in orientation and other events to promote awareness of financial assistance available to students. Provides financial aid presentation at orientation and other events as necessary.
12. Coordinates trainings for Faculty, financial Aid Staff, Students and FWS Supervisors.
13. 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.