

Date: November 15, 2022

Position: Financial Aid Counselor, Student Financial Services Office

Summary Description: Under the general direction of the Assistant Director and Director of Financial Aid, assists in developing a comprehensive financial plan for students. Provides guidance on all financial opportunities, including institutional and government aid, as well as payment plans for students and families. Implements and administers Title IV as well as other federal, state, institutional, and private financial assistance programs. This includes verifying taxes, using professional judgment, awarding all types of students, counseling students and parents, monitoring of a federal and/or state aid program, and assisting in monitoring satisfactory academic progress of all students.

Description of Duties and Responsibilities:

Essential Functions

1. Provides a service-oriented interface between students and their parents and the College. This includes all internal and external communications of student financial information.
2. Responsible for developing and maintaining a cordial, cooperative, and customer service-oriented environment.
3. Involves excellent communication skills, both written and verbal to effectively communicate with students and families regarding the various requirements for receipt of aid and file completion. Assists with developing metrics driven success to drive excellent customer service.
4. Interacts face-to-face with a large number of students; guides both prospective and current students through their options, *e.g.*, financial aid, loans, and tuition payment plan to manage their financial responsibility to the College.
5. Provides students and parents with a personal one-stop financial service resource by informing them of the College's financial policies and procedures and assisting them with inquiries relating to their account charges, aid, and payment options.
6. Monitors and tracks student's financial progress throughout their College career to assist students with achieving their academic goals.
7. Assists other functions in the office to initiate, comply and monitor accuracy of Title IV Financial aid, third party scholarships and other financial resources.
8. Primary responsibility for the Alabama State Grant Program, alternative student loan processing, monthly federal reconciliations for Pell Grant and Direct Loans, Tuition Exchange assistance, student withdrawal calculations and potentially the student employment program.
9. Serves as a back-up School Certifying Official by processing VA benefit certifications through the appropriate systems, verifies student benefit eligibility for applicable benefits,

ensuring the college maintains compliance with all related federal, state, and/or College policies.

10. Utilizes the Department of Education's system concerning receipt of Institutional Student Information Records (ISIRs), corrections, etc.; may process or pull in its data as necessary or as requested. Must be certifiable to use COD and NSLDS (not be delinquent or in default on a student loan).
11. Runs reports using Cognos, Jenzabar CX and JFA as needed and may attend training sessions and conferences for Jenzabar CX and JFA systems. Assists in implementing and fine-tuning Jenzabar CX and JFA use in the Financial Aid Office.
12. Attends financial aid conferences, complete FSA Coach and reads all publications and articles, as suggested by the Director. The Financial Aid Counselor must keep abreast of all current as well as changes in federal and state laws, policies, and procedures that relate to student financial assistance.
13. Other duties as requested or assigned by the Director.

Marginal Functions

1. Designs and runs reports as needed using Financial Aid's Jenzabar CX and/or JFA network system.
2. Assists in the supervision of maintenance of all files and records in the Student Financial Services Office.
3. Operates a personal computer, adding machine, and printer.
4. Participates in or attends meetings and/or special events as a representative of the College as needed or as requested.

Required Knowledge, Skills, and Abilities: Individuals must possess the following knowledge, skills, and abilities, or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Viable candidates should be prepared to support and strengthen the Jesuit, Catholic mission of the College.
2. Knowledge of current Title IV Financial Aid Programs.
3. Ability to analyze and evaluate data to determine student eligibility.
4. Ability to use personal computer systems as well as other appropriate office equipment such as a printer, copier, adding machine, and fax machine.
5. Knowledge of principles and methods of Financial Aid Office administration.
6. Ability to communicate effectively orally and in writing.
7. Ability to interact effectively with students, parents, staff, and administration.
8. Ability to work with others in a team effort, often under deadline pressures.
9. Ability to keep composure under often stressful and chaotic periods.
10. Ability to make presentations to students/parents in relation to financial assistance procedures and policies.
11. Ability to travel to out of town meetings, conventions, etc.
12. Flexibility to work late on assigned evenings or as deemed necessary by the Director.

Qualification Standards:

Education: Typical qualifications would be completion of a Bachelor's Degree; any experience and/or training that provides the required knowledge, skill, and abilities may be substituted in exceptional situations for the educational requirement.

Experience: Minimum of one year of progressively responsible experience in a professional office setting. In addition, must have four years' experience using a mainframe and/or a personal computer system.

Other Considerations:

- This position requires that you must be in good standing on all Federal Student Loans. Good standing must be maintained for continued employment. The U.S. Dept. of Education will not grant access to student loan data for any individual who is in default status. Access to such information is a necessity for this position.
- Hiring process includes, e.g., a criminal history background search.
- This person is considered a responsible employee in accordance with College Title IX policies.

THE COLLEGE RESERVES THE RIGHT TO CHANGE, ADD, OR REASSIGN JOB DUTIES OR COMBINE POSITIONS, OR PORTIONS THEREOF, AT ANY TIME. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. AN EQUAL OPPORTUNITY EMPLOYER.

This position is open until filled. To apply for this position, forward a cover letter and resume, including the name and phone number of at least three work references to: Human Resources, Spring Hill College, 4000 Dauphin Street, Mobile, AL 36608. Please note that the College reserves the right to check off-list references for this position. Hard copies to: Personnel Office, Spring Hill College, 4000 Dauphin St., Mobile, AL 36608.

FINANCIAL AID COUNSELOR

Spring Hill College is seeking a Financial Aid Counselor who is a detail-oriented individual with excellent people skills and the ability to successfully work with competing priorities. E.g., s/he assists in developing a comprehensive financial plan for students; and provides guidance on all financial opportunities, including institutional and government aid, as well as payment plans for students and families. Prefer prior financial aid experience and bachelor's degree.

Position is open until filled. See full description, requirements, application procedures, etc., by scrolling down to Staff Openings via <http://www.shc.edu/jobs>

Spring Hill College is an Equal Opportunity Employer.