

Spring Hill College, located in Mobile was the first institution of higher learning in Alabama and the first Catholic College in the Southeast. Since 1830, Spring Hill College has been educating trailblazers, innovators and change-makers – through the transformative power of a Jesuit, Catholic education. Spring Hill's mission is forming leaders engaged in learning, faith, justice and service, for life. Spring Hill students experience an exceptional, well-rounded education, while forming their values and moral character, based on the Jesuit tradition of "*cura personalis*" – care for the whole person, mind, body and spirit.

Position: Financial Aid Counselor

### Summary

Under the general direction of the Director and Assistant 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 other aid options to assist with their financial obligations. 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 the Director in monitoring satisfactory academic progress of all students.

This position is on campus.

### Duties and Responsibilities

- Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education, thus enabling the employee to support and strengthen the Jesuit, Catholic mission of Spring Hill College.
- Provides a service-oriented interface between students and their parents and the College. This includes all internal and external communications of student financial information.
- Responsible for developing and maintaining a cordial, cooperative, and customer service-oriented environment.
- 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.
- 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 expected amount due to manage their financial responsibility to the College.
- 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.
- Monitors and tracks student's financial progress throughout their College career to assist students with achieving their academic goals.
- Assists other functions in the office to initiate, comply and monitor accuracy of Title IV Financial aid, third party scholarships and other financial resources.
- Collaborates with the Athletics Office to ensure accurate awarding of athletic scholarships and timely distribution of required documentation to student-athletes for both prospective and current students.
- 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).

- Runs reports using Cognos and Jenzabar as needed and may attend training sessions and conferences for Jenzabar system. Assists in implementing and fine-tuning Jenzabar use in the Financial Aid Office.
- Assist the admissions office in running award offers to send to the prospective students.
- Attends financial aid conferences, completes 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.
- Manages the Federal Work-Study (FWS) employees within the Financial Aid Office and administers the college's FWS program. Ensures compliance with budgetary guidelines, completion of all required documentation, and verification of student eligibility.
- Sends required exit counseling documentation to ensure students that graduate, or leave the college know what is expected of them in regards to the repayment of their loans.
- Other duties as requested or assigned by the Director.

### Professional Qualifications

- Bachelor's degree.
- Minimum of one year of experience in a financial aid position at an institution of higher education.
- 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

### Preferred Qualifications

- Viable candidates should be prepared to support and strengthen the Jesuit, Catholic mission of the College.
- Knowledge of current Title IV Financial Aid Programs.
- Ability to analyze and evaluate data to determine student eligibility.
- Ability to use personal computer systems as well as other appropriate office equipment such as a printer, copier, adding machine, and fax machine.
- Knowledge of principles and methods of Financial Aid Office administration.
- Ability to communicate effectively orally and in writing.
- Ability to interact effectively with students, parents, staff, and administration.
- Ability to work with others in a team effort, often under deadline pressures.
- Ability to keep composure under often stressful and chaotic periods.
- Ability to make presentations to students/parents in relation to financial assistance procedures and policies.
- Ability to travel to out of town meetings, conventions, etc.
- Occasionally required to work outside of normal office hours. Example of such events may be a FAFSA information night, special events to assist the Admissions Office, move in dates assigned by residential life, etc. Normal office hours are Monday – Friday, 8:00am – 4:30pm.

Applying - Candidates should submit the following:

- Resume
- Letter of interest
- A minimum of three professional references
- Submit all of the above information online at <https://www.shc.edu/about-spring-hill-jesuit-college/spring-hill-college-jobs/>.

THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT.  
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