

## **JOB DESCRIPTION**

<b>Title:</b> Financial Aid Advisor	<b>Division/Program:</b> Student Enrollment
<b>Department:</b> Student Enrollment	<b>FLSA Status:</b> Exempt
<b>Reports To:</b> Registrar	<b>Supervises:</b> Not Applicable

### **SUMMARY**

The Financial Aid Advisor will provide exceptional customer service as they counsel and advise students on federal and institutional student financial aid programs. The Financial Aid Advisor will work in collaboration with our third-party financial aid processing partner to evaluate financial aid applications to determine student eligibility for merit and need-based institutional aid and federal loan programs, collect and maintain student data, and ensure that financial aid operations are compliant with state and federal laws and regulations, as well as seminary policies. The Financial Aid Advisor will also be the point of contact for overall student account communications and billing questions.

### **ESSENTIAL RESPONSIBILITIES**

1. Federal Student Aid Awards (20%)
  - a. ISIR Processing: develop schedule for ISIR imports, assist with correcting rejected ISIRs, clear C Flags, as needed.
  - b. Awarding and Packaging: review financial aid award letters and communicate offers with students; assist with resolving over awards, as needed; recommend, review, and approve professional judgement adjustments.
  - c. Federal Direct Loan and private student loan origination and disbursement processing: assist with resolving rejected origination and disbursement records; coordinate federal student loan application and award processing between students, the Department of Education or private lenders, and the seminary; assist with the administration of Federal Direct Loans, including providing loan certification.
  - d. Student Loan Processing: respond to student questions regarding loan counseling; identify withdrawn and graduated students and notify NSLDS, the third party student financial aid processing partner.
  - e. Coordinate with the business office the transfer of federal awards to seminary's business office.
  - f. Work with the third-party student financial aid processing partner to administer Satisfactory Academic Progress (SAP) and return of Title IV Funds processes.
  - g. Administer appeals process related to SAP and Special Circumstances.
  
2. Institutional Student Aid Awards (25%)
  - a. Work with Merit Scholarship Committee in selection of student recipients and award amounts.
  - b. Administer need based aid
  - c. Collect thank you notes from recipients for donor communications

3. Student Accounts Management (30%)
  - a. Provides point of contact for students for overall student account and billing questions and regularly informs students of balance due
  - b. Work with Accounting to provide answers and adjustments for students with questions on their accounts
  - c. Serve as point of contact for students requesting payment plans
  - d. Tracking of student payment progress including placement and removal of account holds
  - e. Work closely with accountant on all receivable matters
4. Federal Student Aid Documentation and Reporting (15%)
  - a. Monitor for National Student Loan Data System (NSLDS) notifications and provide regular reports of student activity via EDconnect.
  - b. Administer student need- and merit-based aid records, as well as federal loan records in PowerFAIDS.
  - c. Complete timely and accurate SSCR enrollment reports.
  - d. Manage proper financial aid documentation for audits and requests from federal and state agencies, ATS, and other bodies.
5. Third-Party Funding Research (5%)
  - a. Assist students in identifying and procuring third party funding opportunities
  - b. Coordinate and process third party scholarship and grant disbursements (checks and electronic transfers) for students.
  - c. Integrate the new award with the financial aid award package, work with student accounts to assure receipt to the student account, manage correspondence with the award provider.
  - d. Administer financial aid budget planning and expense tracking.
6. Other (5%)
  - a. Assist with the development and revision of institutional financial aid policies.
  - b. Maintain current knowledge of financial aid policies, procedures, and programs; attend trainings and conferences as necessary to keep knowledge current.

## **SECONDARY RESPONSIBILITIES**

1. Manage other projects and tasks as needed.

## **JOB SPECIFICATIONS**

### **Education and Experience**

- Prior training and experience administering student financial aid programs at a postsecondary institution required.
- Bachelor's degree preferred
- Experience with educational student management software required; experience with PowerFAIDS and Blackbaud preferred
- High proficiency with G Suite, Microsoft Word and Excel required

### **Knowledge, Skills and Abilities**

- Knowledge of federal student aid requirements.
- Understands and can obtain information from tax returns.
- Ability to plan, prioritize, coordinate, multi-task, and manage one's own work and complete projects with minimal supervision.
- Understand confidential nature of information and maintain confidences.
- Understand and support United's mission and vision
- Excellent interpersonal communication skills; ability to deal effectively with a variety of people and personalities; ability to communicate clearly and effectively verbally, in writing and by telephone to all persons inside and outside the seminary.
- Possess thorough, organized, and detail-oriented approach to work including effective problem solving skills.

### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB**

Incumbent must be able to:

- Hear and speak in order to use telephone, greet visitors and communicate with people in the office environment.
- Sit at desk for extended periods, as well as move around the office area repeatedly throughout the day to assist students, faculty, staff, and address administrative needs.
- Apply manual dexterity to computer keyboarding and office equipment use.
- Perform some bending, stretching and reaching related to office equipment use.

### **TOOLS AND EQUIPMENT USED**

Incumbent must be able to:

- Incumbent must be able to use telephone, calculator, copy machines, computers, postage machine, and other office equipment.