

Saint Michael's College Job Description

Job Title: Financial Aid Specialist

Department: Financial Aid

Supervisor or Manager: Associate Director of Financial Aid

Date Created: 7/25/2005

Last Revised: 08/19/2025

Salary: \$40,000-\$50,000

Status: Exempt, Regular/Full-time

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:

- Ensure that students and families receive exceptional customer service and comprehensive information about financing a Saint Michael's education.
- Provide counseling to students/families who contact Financial Aid by phone, e-mail or in-person.
- Review financial aid files, complete federal verification and resolve conflicting information in an accurate and timely manner.
- Administer financial aid in accordance with federal and state regulations and institutional policy.

Essential Duties and Responsibilities:

- Provide exceptional customer service.
 - Advise prospective and current undergraduate students, graduate students, and parents on all aspects of financing a Saint Michael's education.
 - Assist students and families in navigating the financial aid and billing process.
 - Respond to student and family inquiries by phone, e-mail and in-person.
 - Proactively contact students and applicants to resolve incomplete financial aid files
- Serve as a liaison with other offices on campus and campus constituencies.
- Represent Financial aid at Admission Open House and other events.
 - Support daily office operations centered on financial aid processing and communication with students and families.
 - Demonstrate multicultural awareness and contribute to an inclusive, diverse and respectful campus community.
 - Promote a flexible, collaborative, and inclusive work environment and engage in educational opportunities to increase awareness and understanding of diverse populations.
 - Recognize the value of cultural, ethnic, gender, and other individual differences in people. Help to create an environment that values and supports differences.

Secondary Responsibilities:

- Perform special projects as needed
- Perform other miscellaneous job-related duties as assigned

Positions Supervised:

- Student Employees when needed

Major Contacts:

- Financial Aid
- Prospective and current students and families
- Registrar's Office
- Student Accounts

- Admission
- **Demonstrates Excellence:**
- Ability to explain complex topics to various audiences and successfully guide students and families through the financial aid process.
- Demonstrate a commitment to compliance. Act as an advocate for students and families while clearly communicating and adhering to federal regulations and institutional policies
- Thoroughly comprehend federal financial aid regulations and institutional financial aid, billing and tuition payment policies.
- Demonstrate organization and attention to detail.
- Ability to work both independently and collaboratively with strong problem solving, critical thinking and communication skills. Maintains a positive and cooperative working relationship with members of the office and the campus community and frequently engages with colleagues to solve problems and improve operations.
- Respect the confidentiality of information provided by students, families and other constituencies. Understands FERPA, GLB and other applicable privacy and data security regulations.
- Ability to change pace quickly and thrive in a fast-paced work environment.
- Actively participate in and contribute to the larger Saint Michael's community.
- Ability to manage shifting priorities and office changes.
- Ability to keep track of routine tasks and academic deadlines.

Education and Work Experience:

- High School Diploma or equivalent combination of education and experience.
- Previous experience in Higher Education preferred.

Required Qualifications:

- High School Diploma or equivalent combination of education and experience
- 2+ years customer service experience or equivalent
- Experience with Microsoft Office products including Excel, Word and Outlook
- Excellent analytical and verbal and written communication skills

Preferred Qualifications:

- Previous experience in Higher Education
- Familiarity with Federal Student Aid Systems
- Familiarity with Colleague® by Ellucian
- Public speaking experience

Language and Literacy Skills:

- Exhibit outstanding verbal and written communication skills.

Licenses, Certifications and Other Requirements:

- None required

Physical Demands:

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort

- No or very limited exposure to physical risk

While performing the duties of Financial Aid Specialist, the employee may occasionally be required to lift up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:

- None required

Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions. The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College