Job Title: Financial Aid Counselor

Department: Student Financial Services

Supervisor or Manager: Director of Student Financial Services

Date Created: 11/06/2008  Last Revised: 11/06/2008  FLSA Status: NE

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:
- Advise students and parents regarding the financial aid process and provide information on available programs, procedures and eligibility.
- Evaluate students’ financial aid requests and make award adjustments and recalculation on less complex financial aid issues. Certification of federal and alternative loans.
- Implements and coordinates specific individual programs and assignments requiring special knowledge in accordance with the overall objectives of the department.
- Oversee student personnel.

Essential Duties and Responsibilities:
- Coordinates one or more specific administrative programs or service areas
- Provide advice and counsel about available financial aid opportunities, eligibility requirements and the application process to students and parents: analyzes and evaluates financial aid eligibility for students
- Exercises professional judgment to determine if adjustments should be made; makes award adjustments and recalculate less complex cases
- Conducts student entrance and exit interviews in accordance with federal and college’s guidelines
- Reviews loan related financial documents for accuracy and provides signature approval/disapproval
- Presides over the collection, management and reporting of data in accordance with the objectives of the position; participates in the development and implementation of departmental procedures, as appropriate
- Serves as liaison with other SMC departments in the resolution of day-to-day administrative or operational issue
- Various States Grant Verification
- Performs miscellaneous job-related duties as assigned

Secondary Responsibilities:
- Front Office back up (both on phone and walk-in)
- Supervise work study students
- Implement and coordinate summer work study program

Positions Supervised:
- Work-study student(s)

Major Contacts:
- Student Financial Services Personnel
- Staff Accountant
- Registrar’s Office Staff
- Student Health Insurer
- Customer Service Representatives for various lenders
- Currently enrolled students and their parents
Saint Michael’s College  
Job Description  
Job Title: Financial Aid Counselor

**Demonstrates Excellence:**
- Records maintenance skills
- Knowledge of financial aid policies, procedures and eligibility requirements.
- Ability to complete moderately complex administrative paperwork
- Ability to perform simple accounting procedures.
- Ability to communicate effectively, both orally and in writing
- Ability to process computer data
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Ability to make evaluative judgments
- Ability to analyze and solve problems
- Knowledge of federal and state laws, regulations and policies pertaining to the provision of student financial aid
- Skill in the use of personal computers and related software applications
- Knowledge of customer service standards and procedures

This position requires:
- Reviewing financial aid documents for accuracy and completion
- Following-up with students and/or families for missing or deficient information
- Maintaining financial aid activity databases, setting up files and maintaining data
- Processes and accounts for loans, checks, notes and/or other financial paperwork

**Education and Work Experience:**
- High school diploma plus some post-secondary education, work experience, or specialized training
- Strong computer skills in a networked Windows environment required

**Analytic Skills:**
- Some analysis of cause-and-effect problems based on a standard approach learned through training, established policy, or the use of established procedures.

**Language and Literacy Skills:**
- Reads and understand basic instructions. Conversational skills including responding to supervisors and co-workers as needed to ask questions, provide information, seek direction and plan work. Some writing is required for position.

**Computer/Technology Skills:**

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*Many loans and state grants are now verified and certified via web.*

**Licenses, Certifications and Other Requirements:**
- N/A

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
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- 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 Counselor, 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:
- Some weekend and evenings are required, although limited to certain times of the year

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.