

POSITION DESCRIPTION

TITLE: Financial Aid Counselor/Student Loan Coordinator - (Exempt)

Collective Bargaining - Ineligible - Managerial

Definition - The Board approved definition of a managerial employee is an employee who is engaged predominantly in executive and management functions of the College or who is designated with the responsibility of directing the implementation of management policies and practices and who customarily and regularly exercises discretion and independent judgment in directing the implementation of management policies and practices.

This is a management position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

The Financial Aid Counselor/Student Loan Coordinator (FAC/SLC) works with applicants, students, and parents regarding financial aid, scholarships, and work-study employment. The FAC/SLC must be knowledgeable of federal, State and Institutional rules, regulations and procedures related to student aid. In addition, the FAC/SLC must remain current on US Tax rules, tax benefits for parents, tuition waivers, and consortium agreements. The incumbent is responsible for correctly processing applications, verifying application data, determining eligibility, management and processing of all federal, state, institutional and outside awards. This position will require a great deal of interaction with people and will entail frequent use of computer programs. The FAC/SLC position entails multiple areas of responsibility, decision-making, and reports to the Director of Financial Aid.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.
- Analyzes and disseminates rules and regulations of federal and state financial aid programs.
- Responsible for monitoring and performing all withdrawal related R2T4 calculations and insuring the timely return of unearned funding.
- Integrates the use of Jenzabar (or other institutional) database with the Federal software, populate and test rule and validation tables within Jenzabar with regards to the loan program.
- Manages the daily load process and analysis for QA verification criteria and C code resolution, R2T4, etc. under supervision and review by the Associate Director.
- Assists the Director and/or Associate Director of Compliance in the establishment of student loan processing policies and procedures to insure compliance with regulations.

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- Coordinates the importing and exporting of Direct Student Loan records via the financial aid delivery system and COD to assure the accuracy of each student loan record.
- Administers the SAIG mailbox regarding student loans. Exception reports, SULA reports, MPN reports, and the import & export of new loan data and adjustments to a student's loan.
- Assists the Associate Director of Compliance and the Director in system set-up for the loan component.
- Coordinates annual ELM system updates for Private loan lenders.
- Oversees Student loan reconciliation with the Department of Education and the Finance and Administration office.
- Creates and updates the P&P manual for the student loan program.
- Study Abroad and National Student Exchange Program - - Completes and certifies all the necessary paperwork for students to study abroad or participate in the National Student Exchange Program.
 - a) Compiles Excel spreadsheet of study abroad for distribution to staff to ensure financial aid is disbursed in a timely manner.
 - b) Ensures financial aid awards are correct for students not enrolled in SMCM programs.
- Responsible for fifty percent of verification process of FAFSA forms for students receiving federal, institutional and state aid. Ensures compliance to Federal Regulations for the verification process and maintain accuracy in reporting.
- Backup for the processing of tuition waivers, and monitoring credit hours.
- Backup for Federal Work-Study Program - - Responsible for payroll forms for FWS employees and payroll functions.
 - a) Monitors the work-study hours, budget and reports to the Director in a timely manner the hours worked as well as the expenditures for the fiscal year. Replaces suspended or canceled work-study students.
 - b) Reconciles on a monthly basis with the Business Office.
 - c) Compiles and revises all work-study forms and pamphlets for distribution to students and supervisors via portal.
- Assists in researching rules and regulations concerning eligibility issues and participates in determining office policy and procedures.
- Reviews and prints financial aid award packages ensuring accuracy and compliancy.
- Provides counseling to prospective students and is responsible for day-to-day communications.

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- Requires excellent interpersonal skills, with special sensitivity to the needs and expectations of our students and families.
- Delivers public presentations for financial aid, recruitment, and retention purposes.

MINIMUM QUALIFICATIONS:

- Education: High school diploma or equivalent; Bachelor's degree preferred.
- Experience: At least four years progressively responsible financial aid experience preferred.
- Must have exceptional communication (written and verbal), interpersonal and organizational skills.
- Effective skills in research, planning, analytics, and problem solving.
- Proven project management skills with the ability to manage multiple tasks and communicate project status to institutional leadership.
- Working knowledge of federal, state, and college regulations that govern the administration of the financial aid programs, and ability to use tools in conjunction with databases.
- Working knowledge and effective use of computer applications such as Google, Word, Excel, Access, PowerPoint, and relational database reporting tools.
- Some accounting knowledge or skills and counseling skills required for sensitive treatment of confidential family information.
- Ability to deal effectively and tactfully with students, parents, faculty, staff and the public; proven ability to deal and maintain effective working relationships with a diverse population are required.
- Willingness and ability to work a flexible schedule.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.