

POSITION DESCRIPTION

TITLE: Student Financial Assistance Counselor - (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 Student Financial Assistance Counselor serves applicants, students, and parents regarding financial aid, scholarships, and work-study employment. The Counselor must be knowledgeable of federal, state and institutional rules, regulations and procedures related to student aid. In addition, the Student Financial Assistance Counselor must remain current on U.S. Tax rules, tax benefits for parents, tuition waivers, and consortium agreements. The Counselor 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 technology. The Student Financial Assistance Counselor position entails multiple areas of responsibility, decision-making, and reports to the Executive Director of Student Financial Services.

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.
- Actively contributes to a positive work environment.
- Completes the Verification process for students receiving federal, institutional and state aid. Ensures compliance with Federal Regulations for the verification process and maintains accuracy in reporting.
- Resolves 100% of C-Code and ISIR issues. Works with students to resolve the issues brought to our attention, maintaining student eligibility for aid.
- Responsible for the Office of Student Financial Assistance (OSFA) email, mail and voicemails. This includes drafting responses and forwarding for review, as necessary.

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- Processes tuition waivers and monitors credit hours.
- Processes outside scholarship and grant programs to include private, non-Maryland, and independent organizations.
- Communicates with students who need to complete Exit Counseling. Evidence must be saved for future audits.
- Sends exit counseling information to student borrowers who graduate or drop below half-time enrollment.
- Manages the Federal Work-Study (FWS) Program - - Responsible for payroll forms for FWS employees and payroll functions.
 - a) Files all required institutional, state, and federal paperwork for working on campus.
 - b) 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.
 - c) Reconciles FWS on a monthly basis with the Business Office.
 - d) Compiles and revises all work-study forms and pamphlets for distribution to students and supervisors via portal.
- Assists with researching rules and regulations concerning eligibility issues and participates in the development of office policy and procedures.
- Certifies Private Educational Loans for eligible students.
- Assists with Federal Direct Loan processing.
- Assists with monthly reconciliation of Title IV aid.
- Coordinates a financial literacy program for the campus.
- Processes third party requests, including DC TAG.
- Assists with originating Federal Direct Grad Plus Loans.
- Assists with researching rules and regulations concerning eligibility issues and participates in the development of office policy and procedures.
- Reviews and prints financial assistance offer packages ensuring accuracy and compliancy.
- Provides counseling to prospective students and is responsible for day-to-day communications.
- Develops and maintains an office assessment routine to assess the strengths and areas of growth for OSFA.

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- Develops and completes effective and timely outreach to current and prospective students.
- Delivers public presentations for financial aid, recruitment, and retention purposes.
- Reserves rooms using campus systems for financial aid presentations and meetings.
- Participates in new student recruitment activities on and off campus.

MINIMUM QUALIFICATIONS:

- Education: High school diploma or equivalent; Bachelor's degree preferred.
- Experience: Financial aid experience preferred.
- Excellent written, verbal and interpersonal communication skills, with special sensitivity to the needs and expectations of our students and families.
- Knowledge of federal, state, and college regulations that govern the administration of financial aid programs.
- Experience working with computer applications such as Word, Excel, Access, and PowerPoint.
- 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 with a diverse population.
- Willingness and ability to work a flexible schedule.
- Must have exceptional communication, interpersonal and organizational skills, and strong internal and external leadership abilities with an uncompromising commitment to student service and student advocacy.
- 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.