

Alverno College
Exempt Position Description

Position Title: Financial Aid Counselor

Date: August 2025

Department: Financial Aid Office

Status: Full-time

Reports To: Director of Financial Aid

Primary Function: Share workload with financial aid staff to provide aid processing and counseling services to students and their families. Administer financial aid programs and services as assigned by Director in keeping with federal, state, and institutional guidelines and regulations. Maintain proactive and positive working relationships with other College departments and governmental agencies related to financial aid programs.

Principal Responsibilities

1. Administration of Financial aid programs
 - a. Package new and continuing students and send out award notifications.
 - b. Assist with compliance for institutional, state, and federal policies.
2. Assist with financial aid processing as needed by the department
 - a. Complete a file review on student's ISIR information and perform necessary verification. Identify and resolve conflicting information contained within student's file.
 - b. Run mismatch report to analyze and adjust student financial aid awards as necessary.
3. Serve as a resource on Financial Aid Information:
 - a. Communicate information and help staff and students on an ongoing basis.
 - b. Present financial aid information to students and families at college presentations and area financial aid nights.
 - c. Counsel students and their families regarding financial awareness and planning.
4. Fiscal responsibilities
 - a. Work with members of the Financial Aid, Student Accounts and Finance teams to coordinate the distribution of student aid funds.
 - b. Primary responsibility for Pell disbursement and reconciliation on an ongoing basis.
 - c. Monitor fund accounts for Pell and other awards as needed.
5. Computer System Development and Maintenance:

- a. Assists with the set-up and ongoing maintenance/troubleshooting of Colleague.
 - b. Assist the Director with maintaining and maximizing the financial aid functions in Colleague, including the appropriate analysis and reporting of data.
 - c. Assist with reporting through communication management
 - d. Assist with the testing of new software patches, including new award year file suites
6. Assist Director with the completion of the annual FISAP and other reports as needed.
7. Maintain positive and proactive working relationships with multiple administrative and academic support departments.
8. Maintain proactive, positive, and informative relationships with local, state, and federal financial aid agencies.
9. Assist with maintaining a student-centered and student friendly office.
10. Participate in department meetings, committees, and official College functions when appropriate.
11. Comply with safety procedures and maintain clean and orderly work areas.
12. Perform other tasks as necessary to support the mission of the College and as requested by Director or Assistant Director.

Working Relationships/Direction of Others Duties

May request assistance from Office Manager as needed.

Qualifications

- Bachelor's degree is required.
- Bilingual in Spanish/English is a plus.
- Minimum 2 years of full-time work in financial aid recommended.
- Knowledge of policies related to awarding institutional funds and federal and state regulations pertaining to financial aid.
- Excellent oral, written, and interpersonal skills, including the ability to speak effectively before groups, respond professionally and in a timely manner to questions or requests, and write reports and correspondence. Ability to read and interpret documents.
- Requires strong organizational skills and the ability to multi-task, prioritize, and work with frequent interruptions. Must have the ability to professionally respond to variations in schedules and plans and develop innovative approaches and ideas to meet challenges.
- Requires the ability to work with and maintain confidential information.
- Working knowledge of Microsoft Office and electronic financial aid management/database systems.

- Willingness and ability to occasionally travel and work some evenings and weekends.
- Valid Driver's License with a driving license record that meets the qualifications of an Alverno driver

Work Environment

General office environment with activity peaks.

How to Apply:

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

Please attach your cover letter, resume, and list of references to the on-line application. In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact HR@alverno.edu.

Alverno College is an Equal Opportunity Employer and committed to workplace diversity