

**Alverno College**  
**Exempt Position Description**

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**Position Title:** Senior Financial Aid Counselor

**Department:** Financial Aid Office

**Date:** 06/27/2023

**Reports To:** Director of Financial Aid

**Status:** Full-time

**Primary Function:** To manage the financial aid processing for students, primarily those enrolled in online and adult programs and to share workload with financial aid staff to provide counseling services to students and their families.

**Principal Responsibilities:**

- 1) Administration of Financial aid programs
  - a) Provide aid processing and counseling services for students and their families; resolve verification issues, propose funding options, and communicate financial aid policies and procedures.
  - b) Package new and continuing students in online and adult programs
  - c) Ensure FAFSA completion and communicate to students regarding FAFSA priority dates each year.
  - d) Coordinate communication with students via phone, text message and email regarding Financial Aid documentation needed for enrollment.
- 2) Manage the student experience for online and adult programs
  - a) Keep website updated with relevant information for students in online and adult programs
  - b) Develop communication plan to communicate regularly and effectively with students and their families
  - c) Assist students with financial awareness and planning.
- 3) Manage financial aid and data systems.
  - a) Assist with maintaining and maximizing the financial aid functions in Colleague, including the appropriate analysis and reporting of data.
  - b) Use other software as necessary (Word, Excel, and Access) to merge, analyze and prepare information for use in analysis of financial aid information.
- 4) Provide training and direction to Financial Aid Counselors as needed and appropriate.
- 5) Maintain proactive and positive relationships with multiple administrative and academic support departments.
- 6) Assist with maintaining a student-centered and student friendly office.
- 7) Participate in department meetings, committees, and official College functions when appropriate.
- 8) Comply with safety procedures and maintain clean and orderly work areas.
- 9) Perform other tasks as necessary to support the mission of the College and/or as requested by Financial Aid Director.

**Qualifications:**

- Bachelor's Degree or higher strongly preferred.

- Minimum 4 years of full time work and progressive responsibilities in financial aid with a proven track record including knowledge of policies related to awarding funds and federal and state regulations pertaining to financial aid.
- Credit and background check required.
- Prior supervisory experience preferred.
- Requires basic math skills and demonstrated accuracy with figures.
- Superior customer service skills in a student-centered environment.
- 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.
- Be able to support and work with a diverse student population and their families and community partners.
- Strong interpersonal skills including the ability to work and communicate effectively in teams and small groups.
- Ability to work with and maintain confidential material, especially with a prior knowledge of FERPA rules and regulations.
- Experience and ease with computer technology, e.g. databases, application software.

#### **Working Conditions:**

- 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 a list of three references to the online application

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