

## Arizona Christian University Position Description

<b>Position Title:</b>	Financial Aid Counselor	<b>Date Updated:</b>	October 12, 2017
<b>Reports to:</b>	Director of Financial Aid	<b>Department:</b>	Financial Aid - 24102
<b>Direct Reports (if any):</b>	None	<b>FSLA Status:</b>	Exempt
<p><b>Position Summary:</b> Tracks and counsels newly accepted and returning students through the FAFSA. Act as a liaison for students between admission application to matriculation process while assisting them to obtain the most accurate aid package available. Responsible for collecting documents and completing verification (when selected), clearing ISIR comment codes, packaging awards, scheduling aid disbursements, and processing award changes.</p>			
<p><b>Prerequisite Qualifications:</b></p> <p>A. Education: Baccalaureate Degree Required</p> <p>B. Experience:</p> <ul style="list-style-type: none"> <li>• Experience in higher education in a similar capacity is highly desirable.</li> <li>• Extensive experience with MS Office, specifically Excel spreadsheet design, formulas, reporting.</li> <li>• Experience working with and technical knowledge of student financial aid programs, needs analysis, packaging, and disbursement of aid.</li> <li>• Experience working with SAY and BBAY semester/terms.</li> <li>• Commitment to the University's faith statement, mission, and purposes: and desires to be a role model for student through an active Christian faith.</li> </ul> <p>C. Skills, Knowledge, Abilities:</p> <ul style="list-style-type: none"> <li>• Ability to work well with students, Adult students, and families from various backgrounds.</li> <li>• Substantial knowledge of Microsoft Office software, internet browser functions, scanning, email and automated financial aid systems.</li> <li>• Ability to read, comprehend, and comply with federal and state laws, regulations, and policies pertaining to the provision of student financial aid.</li> <li>• Excellent written, verbal and listening communication skills.</li> <li>• Ability to interact effectively as a member of a team and work collaboratively with other departments.</li> </ul>			
<p><b>Duties, Tasks, Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Proactively assist students in completing the financial aid process via face to face meeting, phone, and email.</li> <li>• Clear any ISIR comment codes</li> <li>• Request, collect, and complete verification documents on selected students.</li> <li>• Maintain financial aid student files for completeness and accuracy (hard copy and electronic formats).</li> <li>• Manage VA and GI Bill financial Aid</li> <li>• Supervise evening and on-line financial aid programs</li> <li>• Ensure students complete their Entrance Counseling and Master Promissory Notes.</li> <li>• Check NSLDS for electronic financial aid transcripts.</li> <li>• Perform revisions of financial aid awards according to federal, state, and institutional requirements due to changes in enrollment status, request for changes in award, and/or over award.</li> <li>• Complete R2T4 calculation for withdrawn students and follow through with return of funds to appropriate fund source if needed.</li> </ul>			

**Working Conditions:**

- Work is primarily performed in an office environment.
- Constantly involved in inputting data, preparing reports on a computer or laptop; constantly involves the use of hands, wrists, fingers, shoulders and forearms for keyboarding and movement of a mouse.
- Constantly involves sitting at a desk.
- Rarely involves standing, walking, reaching, grasping, bending, stooping, climbing.
- Rarely involves lifting of up to 25 pounds.
- Frequently involves the ability to communicate with others through a variety of means including in person, telephonically or other readily available technology, requiring the ability to speak and hear.
- Constantly requires mental acuity for planning, organizing, assessing information; multi-tasking.