Financial Aid Counselor - Online Education

University Mission: Concordia University is a Christian university preparing leaders for the transformation of society.

Unit or Department: Office of Financial Aid

Unit/Department Mission: To assist the university in reaching enrollment and revenue goals by providing timely and accurate financial aid award processing and delivery in compliance with required external regulations and in accordance with CU policies and procedures.

Position title: Financial Aid Counselor

Mission of the position (overall goal): Support the financial aid process for online students under the direction of the Director of Financial Aid for Online Programs and the Director of Financial Aid for Concordia University.

Summary of the position (how the overall goal is reached): The Financial Aid Counselor performs full-service financial aid counseling and processing to online students as assigned by the Director of Financial Aid for Online Programs.

Staff relationships:
- Reports to: Director of Financial Aid for Online Programs
- Supervises: None
- Hired/appointed by: Director of Financial Aid for Online Programs and Director of Financial Aid

Exempt/non-exempt? Exempt

Salary Level (1, 2, 3, 4, or program director): 3

Essential Responsibilities:
1. Demonstrate attitude of quality “customer service” to students and families.
2. Provide financial aid counseling and information to prospective and current online students.
3. Work cohesively with the Enrollment Specialists in identifying and resolving issues that delay student financial aid processing as well as to facilitate outstanding service to prospective students.
4. Complete full-service financial aid processing, including document collection, budgeting, awarding, FAFSA verification, and loan certification.
5. Maintain current knowledge of federal and institutional policies and procedures regulating student aid.
6. Maintain Banner coding and set-up necessary to administer aid for online M.Ed students.

**MINIMUM REQUIREMENTS/QUALIFICATIONS:**
1. Bachelor’s Degree preferred, some college or post-secondary education required.
2. 2-3 years successful experience in college financial aid, or other finance-related or data management experience, particularly in an educational environment.
3. Ability for critical and logical thinking, good judgment, and problem solving.
4. Aptitude to effectively utilize computerized administrative information and data processing system.
5. Demonstrated concern for delivering quality service to students.

**Critical skills for this position:**
- [x] Excel
- [x] Administrative software (Banner)
- [x] Word
- [x] Microsoft Outlook
- [x] Remote Network Access (H: drive access off campus, VPN)
- [x] Web Mail
- [x] Network Drives
- [ ] Powerpoint
- [ ] Web Design
- [ ] Graphic Design (Photoshop, Fireworks, PaintShop)
- [ ] Desktop Publishing

**Physical demands of the position:**
- [x] Repetitive motions sitting at keyboard
- [x] Rising and sitting repeatedly
- [x] Ability to lift __25__ pounds
- [x] Ability to sit for extended periods of time
- [x] Ability to speak and hear

**Assessment schedule:** Position assessed after the initial 90 days, and then annually

**Attitude and demeanor of all Concordia University employees:**
As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University
2. Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
3. Work as a team member in a professional environment
4. Possess a “service attitude“ (willingness to be flexible to meet the needs of the department)
5. Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

Job description last updated by R. Clarke on 9/5/14.

Pending Board Approval