JOB DESCRIPTION

POSITION TITLE: Financial Aid Counselor

JOB CLASS: Staff
SUPERVISOR: Director of Financial Aid

CLASSIFICATION: Full Time
LOCATION: DeLand

SUPERVISORY: DEPARTMENT: Financial Aid

POSITION OVERVIEW: The Financial Aid Counselor serves as a primary student service specialist within Financial Aid, responsible for counseling students and parents on the phone, via email, and in person. This position is the first point of contact/liaison with all prospective students. Additional responsibilities include acting as the study abroad point of contact for students when planning their time away, coordination and processing of outside scholarships, AmeriCorps certification and FA work funds tracking and reconciliation. Special projects and/or other duties may also be assigned as deemed appropriate. The counselor will, in general, contribute to the planning and execution of the Enrollment Management recruitment and retention efforts.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS: A bachelor’s degree is preferred. Prior experience in higher education finance, accounting, financial aid, or admissions is desirable. Strong technical and interpersonal skills required. Ability to function and appropriately prioritize in a fast paced, high volume environment required. Must be a cooperative team player with an overall goal to perform for the good of the office. Some weekend and evening hours may be required. Experience with Benner Financial Aid system a plus.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

1. Act as a student service specialist by counseling student and parents in various aspects of the admissions and financial aid processes providing viable financial aid options in an ethical and customer service oriented manner.
2. Process student files from application through award using Banner.
3. Assist with all areas of financial aid as cyclical needs warrant. In addition to work study, such areas may include: VA Educational Program, State of Florida programs, federal and private loan programs, outside scholarships, endowed scholarships, Pell Grants, Athletics, etc.
4. Review files for federal verification and professional judgment.
5. Process monthly reconciliation reports and perform data tracking and assessments.
6. Assist other staff members as needed in a cross-trained, one-stop environment.
7. Performs other site and position specific responsibilities as assigned.
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ROUTINE DUTIES AND RESPONSIBILITIES:

- Counselor for general student population
- Outside Scholarships
- Study Abroad

WORKING CONDITIONS: Requires some physical effort, i.e., some standing and walking, frequent light lifting (5-10 lbs.); some carrying moderate weight (12-20 lbs); and the operation of office equipment in which manipulative skills and eye-hand coordination are important ingredients of productive operations. Tasks may involve extended periods at a keyboard; perceptual demands for sound, form, texture and depth.

APPLICATION PROCEDURE: Please submit a letter of application, which address the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu. Complete application, available online.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically under-represented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.