



MASTER SPECIFICATION

JOB INFORMATION

Date:	10/17/2017 12:44:31 PM
Official Title:	Financial Aid Counselor Senior Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 5
Scheduled Hours	
Job Code:	323370
Job Family:	Financial Aid

JOB SUMMARY

The Financial Aid Counselor Senior provides counseling services and assistance to student customers in the lobby of the institute's Financial Aid Office.

NATURE OF WORK

The Financial Aid Counselor Senior is a non-instructional position responsible for supporting the operations of the Academic Student Affairs unit of an institution, by administering financial aid counseling for students, parents, and others interested in student financial aid and the financial aid process. Additional responsibilities include overseeing the daily processing of all documents submitted to the office through the use of a digital imaging system. Job responsibilities require considerable contact with students, parents, visitors and other staff members to attain common goals, in addition to demonstrated human relations and communication skills, and is distinguished by this requirement from advising support positions that are primarily administrative in nature. Work is performed under limited supervision, working from established policies and objectives. Problems are faced in this position are varied and occasionally ill-defined, which may require analysis and interpretation of the situation. Decisions may affect a work unit or area within the institution, and may contribute to business and operational decisions that affect the institution.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Provides financial aid counseling services to students, staff, parents, and the community at large.

Serves as a senior resource or supervisor to lower-level Financial Aid Counselors and may supervise Financial Aid Assistants or other clerical staff.

Assists in the administration of financial aid funds including the awarding of financial aid to eligible students.

Works closely with other financial aid staff, related institutional offices and external agencies to ensure efficient, accurate, and timely delivery of funds for students.

Intercedes to resolve conflicts generated by upset students.

Supervises the flow of all documents received and ensures that these documents are accurately scanned into the digital imaging system in a timely manner. Ensures original documents are secured in the document holding area.

Perform other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

<i>Education Level</i>	<i>Field of Study</i>	<i>Req</i>	<i>Pref</i>	<i>And/Or</i>
Bachelor's degree	Related field	X		

Additional Experience

[Check here if experience may substitute for some of the above education and describe how.](#)

X	
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Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>
1 year +	Work experience in customer service, counseling or advising, and the ability to work with and retrieve data from integrated information systems	X	

