

Financial Aid Counselor
Center for Student Services, Financial Aid
Position # 24-050

Non-Exempt/Classified/Hourly Staff, full time regular, benefits eligible position. Salary is commensurate with education and experience.

Benefits

- Retirement plan with 6% mandatory every pay (biweekly) that is matched 100%
- Free \$10,000 life insurance policy
- Your choice of 7 different Health Insurance plans
- Dental, Vision, Hearing, Term Disability, Long & Short-Term Disability, Legal Insurance, Flexible Spending Accounts, Healthcare FSA, and Dependent Care FSA
- Annual and Sick leave
- Minimum 12 paid holidays per year
- WVU Parkersburg tuition waiver (if eligible) for an employee, employees' spouse or dependent of a full-time benefits eligible employee who is 24 years of age or younger

To Apply

- Submit an Employment Application packet available at www.wvup.edu/jobs
- If the position requires a degree, attach a scanned copy of your unofficial college transcripts with the Employment Application packet.
- WVUP is an Equal Opportunity/Affirmative Action Employer. Minorities/Veterans/Disabled Encouraged to Apply.

Function/Summary

This position is responsible for counseling and assisting current and potential students with applying for financial aid, and understanding the financial aid process. This position will process financial aid applications and perform maintenance on electronic student records via automated systems for the evaluation and disbursement of financial aid.

Minimum Qualifications

Education:

- Bachelor's degree OR equivalent education and/or experience.

Experience:

- Required: One year of experience utilizing related computer software.
- Preferred: Six months of customer service in higher education or similar organization.

Licensure:

- N/A

Knowledge, Skills & Abilities

- Excellent written, verbal, and interpersonal communication skills
- Knowledge of institutional software such as Banner, OLSIS, MyDegree, Microsoft Office or similar software
- Ability to work with diverse populations

- Ability to multi-task and reprioritize as needed and meet deadlines
- Ability to manage confidential and sensitive material
- Highly autonomous
- Ability to ensure compliance and adherence to laws and regulations pertaining to financial aid

Duties/Responsibilities

Frequency:	Duties:
95%	<ul style="list-style-type: none"> • Acts as the entry point for students who have questions about financial aid. Engages students in conversation to triage their needs and get them the assistance they need. • Maintains individual electronic application files for student financial aid applicants. • Reviews electronic financial aid application received for completeness and accuracy. • Analyzes data and adjusts electronic records as appropriate. • Reviews discrepancy reporting from the electronic data loads, disbursement and other process errors and resolves any conflicts. • Accommodates the reporting and analysis needs of the Financial Aid Office. • Writes procedures for user operation of Financial Aid computer systems. • Responsible for training intraoffice staff and producing reports requested by staff of the Financial Aid Office and/or relevant departments. • Responsible for financial aid disbursement process. • Assists in the ongoing analysis, training, and development of the BANNER Financial Aid System. • Monitors BANNER system or production problems. • Reports potential problems to appropriate entity and makes policy/procedure recommendations to Director, Financial Aid. • Manages administration of federal aid programs, state aid programs, institutional scholarships, including student loan processing and troubleshooting. • Contacts guaranty agency and/or U.S. Department of Education personnel to solve problems. • Conducts public and institutional financial aid workshops. • Prepares Student Financial Plans for the Department of Rehabilitation Services, AmeriCorps vouchers, and other verifications of aid awarded to/received by students. • Advises and counsels students, parents, high school counselors, and other related parties on the Financial Aid Process. • Acts as a Certifying Official for veterans' benefits at the institution. • Reviews veterans' class schedules and declared majors for discrepancies, and works with Veterans' Advocate position when necessary.
5%	<p>General:</p> <ul style="list-style-type: none"> • Other duties as assigned.

Posted

05/15/2024 with an application deadline of 05/30/2024.