

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 months	<b>Title</b>	FINANCIAL AID COUNSELOR/COORDINATOR
<b>Revised:</b> 06/09/2008	<b>Department</b>	FINANCIAL AID
<b>Level:</b> Professional	<b>IPEDS</b>	OTHER PROFESSIONAL
<b>FLSA:</b> Exempt	<b>Reports to</b>	DIRECTOR OF FINANCIAL AID

**POSITION SUMMARY**

Provide assistance to the Director of Financial Aid in counseling students and coordinating processes in regard to Financial Aid, contributing to the overall success of the Financial Aid Office and providing excellent customer service to students using Financial Aid services.

**MAJOR FUNCTIONS**

1. Contribute to student satisfaction through delivery of quality customer service in all aspects of the administration of the financial aid services offered.
2. Assist in the development of a competent, productive and effective departmental staff by involvement in the hiring, training, and supervising of staff and student employees.
3. Assist in the process of maintaining the financial aid information system (PowerFAIDS) to ensure it is used efficiently and effectively.
4. Serve as Veteran's Administration Representative for the college, assisting student veterans with application procedures, keeping records, and transmitting information as necessary.
5. Coordinate and participate in Financial Aid Workshops and other events, both on and off campus, day and evening.
6. Assist in the administration of the scholarship program
7. Assist in the effort to interpret the financial aid programs available to prospective and continuing students.
8. Coordinate efforts within the FA department to ensure that students are informed about their eligibility for financial aid by directing a system for collecting, evaluating, and verifying applications, and for the timely and effective awarding of all types of financial aid.
9. Coordinate the Federal Family Educational Loan Program in regard to student eligibility, entrance and exit counseling, and default prevention activities.
10. Assist in the administration of the student financial aid appeal processes
11. Assist with the development of appropriate financial aid policy at the state and federal level and by taking advantage of opportunities for input provided by the U.S. Department of Education, MHDE, and various professional associations.
12. Maintain competency and currency through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and /or courses as recommended by the Director of Financial Aid or Dean of Students.
13. Collect information and documentation necessary for financial aid applications, checking accuracy of information and maintaining confidentiality of records.
14. Meet with student applicants and advise them on procedures, forms, documentation, and other information as needed.
15. Contribute to the overall success of the Financial Aid Office by performing all other duties as assigned by the Director of Financial Aid or Dean of Students.

## KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

Bachelor's degree required in relevant field.

A minimum of one (1) year of related work experience.

Accuracy and attention to detail

Computer literacy

Ability to perform multiple tasks and remain calm during frequent interruptions.

Ability to establish and maintain positive working relationships with students, employees and outside contacts.

Knowledge of general mathematical calculations.

Ability to handle confidential material judiciously.

Knowledge of applicable federal rules and regulations regarding financial aid.

## EQUIPMENT/SOFTWARE

Operate standard office equipment such as computers, desktop calculators, computers, copiers, and telephones.

Use web-based applications to receive and transfer data electronically.

Information Technology Abilities required:

Ability to operate a personal computer using the Windows environment.

Ability to understand operating a personal computer within the Crowder College Network environment.

Ability to use E-mail.

Ability to perform basic CCSIS/Jenzabar/PowerFAIDS functions

Ability to perform basic word processing using MS Word.

Ability to perform basic spreadsheet functions using MS Excel.

Ability to perform basic database functions using MS Access.

## POSITIONS SUPERVISED

Departmental staff and Work-Study if needed

## WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work will be required from time to time
3. A neat appearance and appropriate businesslike apparel are required.

## PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and service locations.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.

**CREATIVE AND ANALYTICAL SKILLS**

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

**LANGUAGE/COMMUNICATIONS SKILLS**

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.