

JOB TITLE: Financial Aid Specialist I

DEPARTMENT: Financial Aid

REPORTS TO: Director of Financial Aid

POSITION OVERVIEW: Primarily responsible for assisting students and parents in regards to financial aid concerns. This position requires proficiency in general office and organizational skills, knowledge of department operations and federal and state regulations.

Duties and Responsibilities:

- Advise students and parents on eligibility requirements for federal and state aid, giving estimates to potential students and providing guidance and support.
- Ensure compliance with all financial aid policies, procedures and regulations when reviewing financial aid applications.
- Administer a high-level of customer service by assisting students through timely completion of their financial aid documents.
- Handle requests for information via telephone, Information Request Forms”, email and in-person for students, parents, instructors and other Academy departments.
- Review financial aid applications for accuracy; perform needs analysis in order to determine need for Pell Grant and Stafford Loans.
- Perform application verification and conflict resolution.
- Use Academy information system (Freedom) and Excel Spreadsheets to input data.
- Track paperwork for 100% completion of file.
- Perform Entrance/Exit Counseling sessions (as needed)
- Process and monitor VA student files (as assigned)
- Audit files at the beginning of each start and at graduation to ensure completion and accuracy.

- Interact with various Academy offices and outside agencies to resolve conflicts, expedite processing and access information.
- Manage monthly billing, collections and counseling of students (as assigned).
- Certify FFELP loans and private alternative loans ordering same through Interact.(as assigned)
- Notify guarantee agencies of changes in student's enrollment.
- Represent the Financial Aid Department during promotional events (Open Houses, Orientation, Workshops, etc.)
- Assist Director of Financial Aid and Vice President of Operations on special projects.
- Work evening hours as needed.
- Travel to meetings, training sessions and conferences as required.

PERSONAL RESPONSIBILITIES AND ATTRIBUTES:

Strong orientation towards high volume, fast-paced, time sensitive operations.

Follow company policy on time and work assigned hours.

Be goal oriented.

Maintain pleasant, professional and teamwork oriented attitude and appearance.

Demonstrate effective time management, excellent communication and organizational skills with attention to detail.

Demonstrate a willingness to learn.

High ethical standards and demonstrate on-going confidentiality and exercise sensitivity to student concerns regarding financial matters.

REQUIREMENTS:

High school diploma required, post secondary degree preferred.

Financial Aid experience preferred.

Strong knowledge of Microsoft Office.

Basic understanding of the Internet.