



Job Description

Financial Aid Counselor

Veterans Affairs

JD: 2061
Pay Grade: G07

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Associate's Degree with five (5) years work experience in Accounting/Finance/Business/IT or Bachelor's Degree with three (3) years work experience in Accounting/ Finance/Business /IT Preference to applicant with financial aid and/or Higher Education experience with a Bachelor's Degree.

Minimum Education Requirements: see above

Direct Supervisor: Director of Financial Aid.

Supervisory Responsibility: Direct (0); Indirect (work-study student workers)

Primary Work Location: Office Setting.

Certification: Valid driver's license.

Job Summary: The position duties include counseling and advising students and parents on the various financial aid programs, assisting with the administration of one or more federal, state, or institutional financial aid programs, evaluating Financial Aid applications in order to determine student eligibility for various financial aid programs, and collecting data and keeping accurate records. Must continually train on federal and state as well as institutional regulatory changes. Oversees work-study placement and related Federal Work-Study (FWS) processes. Coordinates projects with admissions, records, and the Business Office. This position serves as the VA Certifying Official for the College and connection between veteran students and the use of their G.I. benefits.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

General Financial Aid:

- Assist in gathering pertinent data for financial aid reports as requested by the Director.
- Create and develop efficiencies as well as institutional policies, procedures, and process improvements based on federal and state regulations as well as institutional policy.
- Create and conduct various financial aid workshops, parent nights, counseling sessions and high school visits, as well as financial literacy fairs.
- Disseminate general financial aid information to students and parents.
- Effectively perform as a member of the financial aid team to carry out the College's Mission Statement.
- Ensure the forms on the Financial Aid websites (internal and external) are kept up-to-date and accurate.
- Exercises independent judgement in the management of operational details of the financial aid process, including but not limited to the processing of special circumstances.
- Maintain a working knowledge of office and college procedures in order to deliver customer service support to students and parents in person or by phone.
- Maintain and collaborate to foster good relationships with colleagues from other areas of the institution including but not limited to: Admissions, Enrollment Management, Academic Support, Faculty, Business Office, Registrar's Office, Etc.



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- Maintain compliance regulations to ensure the College is up-to-date on regulations and issues affecting student federal, state, and institutional financial aid.
- Maintain knowledge of policies of other departments (registrar, business offices, human resources, payroll, athletics, etc.) and understand the impact of them on a student's financial aid eligibility.
- Maintain student confidentiality in accordance with federal regulations, including but not limited to student privacy, data security, and FERPA.
- Oversee and provide indirect supervision for the Workstudy program. Including but not limited to: awarding, orienting workers, holding informational sessions, and collecting and processing payroll, and ensuring students are not over awarded.
- Oversee the Garrett County Scholarship program; ensuring students awards are most up to date.
- Participate in state, regional and national professional development activities to ensure a complete understanding of federal and state regulations and remain current on continual changes to the federal and state aid programs.
- Perform other tasks and duties as assigned.
- Process all Third Party Payer forms. Including but not limited to: DORS, SNAP, Housing, ETC, etc.
- Process Verification of selected student files by ED. Including, but not limited to: collecting documents from students (both electronic and via paper), ensuring paperwork is correct, making changes to a student's FAFSA in accordance with federal guidelines, contacting a student/parent for additional information or clarification of verified information. Includes the updating of documents daily and a scheduled outreach plan which includes both email and phone follow-ups.
- Provide a high level of customer service to all prospective, new and current students and families; including to counsel and advise students on the myriad of financial aid programs and steps.
- Provide general clerical support, as needed and assisting with a variety of tasks associated with financial aid program; including but not limited to, phone calls, emails, student walk-ins, outside presentation as needed, etc.
- Responsible for accessing additional financial aid software, including, but not limited to: PowerFAIDS, National Student Loan Data system, COD, FAA Access to CPS, etc.
- Utilize conflict resolution skill set to pacify disgruntled students, parents helping them to understand the situation and identify potential solutions to issues.
- Work occasional nights and weekends as needed.

Specific VA Duties:

- Counsel veteran students on options and availability of funds for all active chapters of the G.I. Bill, including, but not limited to: Chapters, 30, 31, 33, 36 and 1606, Reserved Educational Assistance Program (REAP).
- Intake of new and returning veterans including reviewing eligibility.
- Maintenance of electronic processes in VA ONCE including the National Guard and Tuition Assistance Program and the related processes.
- Review and maintain curriculum records to be reported to State VA officials.



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- Verification of enrollment for active duty and/or discharged veterans and military dependents. Catalog review for academic program eligibility and the V-wrap approved programs of continuing education.
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Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Principles of Accounting and automated accounting systems.
- College policies and procedures pertaining to financial aid.
- Regulations, laws, and awarding practices involving financial aid and comprehend complex changes.
- Strong understanding of the G.I. Bill.
- Understanding of a non-traditional student with a grasp on issues related to the military.
- Financial aid management suites including PowerFaid, Banner, or PeopleSoft.

Skills

- Strong written and oral communications and relational skills.
- Strong organizational skills with attention to detail.
- Good public relations and customer service.
- Strong analytical, accounting, math, and spreadsheet skills.
- Strong computer skills and database management.
- Following and relaying complex oral and written instructions, policies and procedures.
- Operating a variety of office equipment, including computer, printer, calculator, Fax, and copier.

Abilities

- This position is responsible for working occasional evenings and weekends.
- Capable of dealing with the public tactfully and patiently.
- Creative in developing new ideas and methods.
- Conduct training on financial aid programs.
- Diffuse a hostile angry situation.
- Willing to take courses and participate in training.
- Communicate effectively in a wide range of situations.
- Must be familiar with PTSD and other emotional disorders affecting soldiers returning from deployment.
- Maintain confidentiality.
- Must be willing to travel.
- Handle a variety job duties simultaneously.
- Establishing and maintaining effective working relationships with other staff, students, and members of the public.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.



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- Read and understand written instruction and communicate information and ideas in clear and concise written form.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date