

Financial Aid Counselor
East Tennessee State University, Johnson City

Posting Number: 0601618
FLSA: Exempt
Working Title: Financial Aid Counselor
Department: Financial Aid
Pay Rate/Grade: \$32,615/ 06-Administrative/Professional

Job Summary/Basic Function:

Reports to the Assistant Director of Client Services in the Office of Financial Aid for demonstrating excellent customer service skills on a daily basis. Maintain knowledge of federal, state, and institutional financial aid regulations. Give accurate information, use professional judgment, and handle confidential information to assist eligible students in meeting their financial needs through various types of monetary assistance for the cost of attendance at ETSU. Accurately assess situations and strive to resolve students' problems with a positive outcome. Supervise, train, and mentor student workers, graduate assistants, and temporary employees. Exercise professional judgment for various appeals, gather documents for appeals, and serve on appeals committee. Public speaking at orientations, programs, and workshops on-campus, off-campus, at high schools, and other events representing the university as needed. Some travel may be required at times.

Manage individual area of financial aid expertise and perform other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of Federal Title IV, state, and institutional regulations and policies governing financial aid.
- Knowledge of Banner Student system Software.
- Management skills.
- Basic accounting skills.
- Excellent customer service skills.
- Ability to maintain confidential information and demonstrate professional ethics which could affect the university's financial aid standing, as in audit findings, repayments, or public perception.
- Ability to communicate effectively.
- Ability to apply mathematical skills to calculate eligibility for various programs.

Minimum Qualifications:

- Bachelor's degree required.
- One to two years of financial aid experience in counseling students on qualifications for various types of financial aid or equivalent experience in a related field.
- Dependability
- Demonstrated supervisory and multi-tasking skills
- Must be computer proficient with standard office software.

Preferred Qualifications:

- Customer service experience
- Computer experience with Banner Ellucian and Microsoft Office software
- Flexibility

Work Hours: 8 am to 4:30 pm normally. Extended hours are required prior to the start of fall and spring terms, and at times during the summer months in preparation for fall

Special Instructions to Applicants:

Submit cover letter, resume, and three letters of reference (two of which should be work related) to the search committee prior to the close of the posting.

In addition to the references provided on your application, for this position you will be required to provide the names and email addresses of at least 3 references (you may choose to provide the same references you listed on your application, or you may list different references). The references provided in the "Provide References" section of the application process will be automatically contacted by the eJobs system and asked to provide a letter of recommendation on your behalf. Human Resources cannot edit or add additional references once you have completed the application process. We recommend you contact references before submitting their information to insure the reference is willing and able to complete the reference process, and that you double check all email addresses before submitting them (they cannot be corrected, once entered). If your references are unable or unwilling to use the electronic system to submit a letter of recommendation, you may advise them to send the letter directly to the hiring department at: by email to finaid@etsu.edu, by mail to ETSU Financial Aid Office, Box 70722, Johnson City TN 37614, or by fax to 423.439.5855. Attention Processing Coordinator Search Committee.

Is this position subject to a background check/screening?

No

Is any part of the funding for this posting coming from a grant or outside funding source?

No

Posting Date: 12-06-2013

Closing Date: 01-06-2014

Required Applicant Documents: Resume, Cover Letter, Unofficial Transcript

Application Types Accepted: Application for Employment

Apply on line at: <https://jobs.etsu.edu>