

Financial Aid Counselor
Volunteer State Community College
1480 Nashville Pike
Gallatin, TN 37066

Posting Summary

The Financial Aid Counselor will counsel with students and parents in regard to the student's financial aid eligibility, oversee the Satisfactory Academic Progress eligibility standards and administer the student work program. This position will serve as a resource for students applying for financial aid as well as for those who are experiencing difficulties with financial aid due to lack of academic progress or other personal crisis situations.

A successful candidate should be skilled in the general knowledge of financial aid programs, have excellent customer service, communication and computer skills. Must possess the ability to read and understand Title IV regulations and guidelines, ability to multitask and work in a fast pace environment, exhibit professionalism and abide by FERPA regulations.

Essential Job Functions

- Oversee the Satisfactory Academic Progress process and appeals
- Provide general financial aid counseling with students and parents
- Resolve customer service issues
- Conduct Financial Aid Presentations (orientation, classroom, high school, etc)
- Oversee student work programs
- Participate in professional development activities and organizations to ensure compliance with federal regulations
- Perform other duties as assigned

Minimum Job Requirements

- Bachelor's Degree Required
- Two years of experience in financial aid office required, counseling experience preferred
- Excellent Skills in computer software systems required, Financial Aid BANNER software systems experience preferred
- Strong people skills and customer service
- Strong presentation skills

To apply: <https://jobs.volstate.edu/applicants/jsp/shared/frameset/Frameset.jsp?time=1368197168415>

Posting Date: May 13, 2013

Anticipated Start Date: July 1, 2013