



DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION

POSITION TITLE:	FINANCIAL AID COUNSELOR
PERSONNEL CLASSIFICATION:	OFFICE SUPPORT STAFF – NONEXEMPT
DEPARTMENT:	ENROLLMENT MANAGEMENT
POSITION SUPERVISOR:	ASSOCIATE VICE PRESIDENT FOR FINANCIAL AID
DEPARTMENT HEAD:	VP FOR ENROLLMENT MANAGEMENT

PRIMARY DUTIES: May include, but are not necessarily limited to the following:

1. Having primary responsibility for the reconciliation and collection of the Federal Perkins Loan portfolio. Requires the ability to evaluate individual situations, exercise discretion, and make independent judgments. Must work collaborately with a 3rd party billing company and multiple collection agencies to properly service our customers. Reconciliation skills and the ability to follow regulatory mandates are required. Responsible for the preparation of associated audit materials.
2. Having primary responsibility for Exit Loan Counseling and follow-up with student borrowers to ensure compliance with federal regulations and participation in the Federal Student Loan Programs.
3. Developing and maintaining a pro-active default prevention strategy within both the Federal Perkins and Federal Direct Student Loan Programs. Requires knowledge and administration of multiple customer databases, maintaining relationships with multiple federally assigned loan servicers, and the ability to communicate with and advise/consult former student borrowers. Customers must be guided to maintain regular, on-time payment arrangements to avoid default and negatively impacting their credit history. The goal is to maintain low institutional default rates.
4. Assisting in the review of Unusual/Special Circumstances on individual student files. Requires the ability to analyze family incomes and assets, tax documents, insurance EOB's, medical billing, unemployment benefits, retirement benefits, bankruptcy documents, etc. Requires the ability to exercise discretion and make professional judgment adjustments to federal financial aid forms in order to better serve Monmouth College students and families in hardship situations. Ability to evaluate, formulate strategies, and present recommendations to the Financial Aid Associate or Associate VP for Financial Aid for final review.
5. Assisting in the processing of student aid (FAFSA) applications.
6. Assisting in the reviewing of student/family financial statements for the purposes of verification.
7. Assisting in the processing of financial aid award notification letters as needed.
8. Meet with and provide financial counseling to students and/or parents as needed.
9. Assisting in the maintenance and continued progressive and efficient use of the computer system (Colleague).
10. Assisting in the coordination and reconciliation of funds through the state and/or federal grant programs.

11. Assisting in the coordination and reconciliation of private scholarship funds.
12. Assisting in the coordination and reconciliation of funds through the student loan programs, including federal, private or institutional loans.
13. Assisting in the coordination and reconciliation of funds and departmental budgets through the student work-study programs.
14. Assisting in the preparation of Honors Convocation and selection of scholarship recipients.
15. Assisting in preparation of survey data and reports as needed.
16. Assisting in the review of scholarship applications and the selection of recipients.
17. Assisting in the maintenance of marketing materials including brochures, letters, emails, website, and any other forms of delivery.
18. Assisting in the reconciliation and collection of military benefits as needed for students who are deemed eligible.

GENERAL AND OCCASIONAL DUTIES: May include, but are not necessarily limited to the following:

1. Make public presentations regarding financial aid program (on and off campus)
2. Be present and provide service at Admission Open House events and/or Orientation and Registration events.
3. Attend periodic workshops, conferences, or webinars.
4. Other duties as assigned.

GENERAL EXPECTATIONS OF POSITION: Maintain regular and timely work hours as assigned by immediate supervisor and approved by Personnel Office. Regular attendance at work is an essential function. Conduct is expected to be professional and courteous. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College.

WORK RELATIONSHIPS: Reports to the Associate Vice President for Financial Aid; works directly with other financial aid, admission and business office staff, and may interact with student workers. Daily contact with students, staff, faculty, prospective students and their family, and general public.

EDUCATION, EXPERIENCE, AND CERTIFICATION: Bachelor's degree or an Associate's degree with extensive professional experience will be considered for the position.

SKILLS, KNOWLEDGE, AND ABILITIES: Must be able to work independently and as a team member; able to work occasional evening and weekend hours; and possess excellent communication, organizational and interpersonal skills. Excellent personal qualities, a strong aptitude for math, experience managing funds and electronic data, ability to organize effectively and perform multiple tasks, proficiency in using personal computers for office applications, and proven ability to work courteously and effectively in a service-oriented environment are also required. Experience working in banking, accounting, marketing and public relations position highly desirable. Must be adaptable to change and must recognize and adhere to state and federal regulations governing the management of financial assistance to students. All requirements are subject to change with possible modifications made to reasonably accommodate individuals with disabilities.

ADDITIONS, AMENDMENTS, AND DELETIONS: The whole or any portion of this Description may be added to, amended, or deleted at any time by the Director of Personnel or position supervisor with the approval of the Director of Personnel.

DISTRIBUTION: One (1) copy of this document will be provided to both the employee and position supervisor. An additional copy will be maintained in the employee's personnel file.