



Position Title: Financial Aid Counselor

Reports To: Director, Financial Aid

Department: Office of Financial Aid

Classification: Full-time, Salary Exempt, 12 months, Benefits Eligible

POSITION OVERVIEW

This position is responsible for processing and awarding financial aid to all LOC students and reports to the Director of Financial Aid.

DUTIES AND RESPONSIBILITIES

- Interpret federal, state and college regulations and policies to determine eligibility for federal, state, and institutional financial assistance
- Adhering to laws, external regulations, internal policies, procedures, and requirements governing areas of responsibility
- Evaluating the eligibility of undergraduate financial aid applicants, utilizing ISIR data, federal tax forms and other financial documents
- Updating awards and financial plans in the student system as appropriate
- Track all incoming documents for processing into the PowerFAIDS system; compose and mail routine letters and respond to inquiries (face to face, by phone or electronic)
- Ensuring that students are properly awarded financial aid by determining the initial or recalculated eligibility for a variety of programs.
- Maintaining up to date and accurate student files for an assigned caseload of students, packaging financial aid, performing federal verifications, and other activities in compliance with administering Title IV funds
- Providing timely and responsive service while assisting student and parents with completing the FAFSA, entrance counseling, master promissory note and/or exit counseling. Able to prepare and explain preliminary award letter to prospective, continuing students and their parents (when warranted).
- Communicating regularly with Enrollment Management/Admissions department to contact prospective students needing financial aid assistance as well as collaborating with Student Affairs, Registrar, and the ASAP office to ensure that students have submitted the necessary paperwork for financial aid processing
- Assisting students, parents, staff, and faculty with any financial aid questions

- Counseling and problem solving with students in-person or via phone regarding all financial aid processes for student loans, payment alternatives, debt management, default management
- Conducting virtual, using Microsoft Teams, and in person financial aid workshops on and off campus.
- Using technological & analytical tools to help students find funding solutions (i.e., external scholarships)
- Process Student Financial Aid Certifications for the United Negro College Fund (UNCF) each semester
- Serve as the coordinator for the TN Promise & TN Reconnect Programs
- Serve on the Satisfactory Academic Progress Appeal & Institutional Scholarship Committee
- Ability to compile information, analyze data and prepare planning/ assessment reports
- Perform other duties and special projects as assigned by the Director

MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Administration/management or related discipline
- Minimum three (3) years relevant work experience in a college or university processing all aspects of financial aid

KNOWLEDGE, SKILLS, ABILITIES

- Must be knowledgeable of FERPA and federal, state, and institutional financial-aid program rules, regulations, and processes
- Computer Literate using automated systems such as (EdConnect, COD, NSLDS, FAAccess). PowerFaid and PowerCampus experience preferred
- Proficient in the Microsoft Office Suite (Excel, PowerPoint, Word)
- Must be detailed, able to work in a fast-paced environment and manage multiple priorities
- Able to meet the needs of students and establish interpersonal rapport by relating to individuals from a wide range of backgrounds and cultures
- Must have the ability to multi-task and perform under tight deadlines
- Excellent written and verbal skills with a demonstrated ability in communicating respectfully, sensitively, and effectively with people with diverse backgrounds
- Ability to work flexible hours/days which will include some evenings and weekends

WORKING CONDITIONS/PHYSICAL DEMANDS

Work is normally performed in a typical interior/office environment, which requires business professional attire. While performing the above job duties, the employee may be required to sit or stand for long periods of time. The employee, frequently, is required to walk, stand, reach and lift (20) pounds. The employee is required to travel within the area, as well as overnight travel on occasion, which may require air travel.

Qualified applicants should submit the following information in one (1) pdf document via email to: jobs@loc.edu. Please put the job title in the subject line.

- Cover Letter
- Resume
- Unofficial Transcript of highest educational level completed
- 3 references including contact information

Incomplete applications will not be considered. The final candidate who is extended an offer must successfully complete reference and background checks.

LeMoyne-Owen College offers an attractive benefits package, including health, vision and dental benefits. The College pays for Life Insurance, STD/LTD, and paid time off.

LeMoyne-Owen College is an AA/EEO employer and does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs and activities.

No Phone Calls Please