

Texas Wesleyan University Job Description

Name: OPEN
Job Title: Graduate Financial Aid Counselor
Department: Office of Financial Aid
Reports To: Director (Shanna Hollis)
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: December 2007

Summary Provides counseling and administration of financial aid for prospective and continuing graduate students by providing efficient and timely delivery of accurate information, services and funding to all students.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Provide counseling to prospective and continuing students on policies, procedures and application of all financial assistance.

Review financial aid documentation, resolve discrepancies, administer and revise all awards.

Communicate effectively with graduate program department, Office of Admissions, faculty and staff representatives in the financial aid process.

Communicate effectively and in a timely manner, with students, lending industry partners, and the University's cashier's office regarding the loan processes and procedures, including resolution as needed.

Maintain current knowledge of federal and state regulations, as well as University policies, governing the financial aid programs.

Participate in the development of new or revised departmental policies and procedures.

Represent the University at various functions and events.

Assist in the implementation of network and software modifications and enhancements.

Assist in the development and maintenance of office forms and publications.

Attend training, seminars, conferences, and other meetings as needed. Serve as a resource to other staff members by providing direction as needed.

Support the objectives of the Enrollment and Student Development Division.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree required.

Two years of successful professional-level experience in student services at the higher-education level with at least one-year in a financial aid office is required.

Knowledge, Skills & Abilities

Knowledge of standard office practices and procedures, including filing.
Ability to adhere to University & departmental policies and procedures.
Ability to be discrete in handling confidential matters, while complying with FERPA regulations.
Knowledge of and ability to comply with rules, standards, regulations, and laws regarding financial aid administration, employment and student records.
Ability to work effectively with a wide range of constituencies in a diverse community.
Ability to work independently and efficiently to meet deadlines with minimum supervision.
Ability to maintain a professional appearance and office atmosphere.
Ability to provide and demonstrate quality customer service.
Ability to plan, prioritize tasks and meet deadlines while working on multiple tasks.
Proficiency with an integrated administrative system and current computer software programs.
Fundamental knowledge of data retrieval.
Ability to make administrative/procedural decisions and judgments.
Ability to develop, plan, implement, and evaluate programs and short- and long-range goals.
Skill in organizing resources and establishing priorities.
Ability to investigate, analyze data and draw conclusions.

Language Skills Ability to read and comprehend written instructions, correspondence and memorandums.
Ability to write routine reports and correspondence. Ability to write, read and interpret documents such as safety rules, operating/maintenance instructions, and procedure manuals. Ability to speak effectively before groups of customers or University employees.

Mathematical Skills Ability to add, subtract, multiply, & divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw/interpret graphs.

Reasoning Skills Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to investigate, analyze data and draw conclusions.

Physical Demands The physical demands described here are representative of those that must be met to perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Must be available to work evenings and weekends as necessary. Ability to transport self to other campus offices, and occasionally, to off-campus sites to attend meetings, conferences and seminars, etc.