New or Replacement: New  
Date posted: 12/16/13

Position Title: FINANCIAL AID COUNSELOR  
Location: San Antonio main campus  
Office/Department: Financial Aid  
FLSA Status (Exemption Category): Exempt (Professional)  
Work Status: Full time  
Reports To: Director of Financial Aid  
Supervisory Responsibility: n/a  
Created/Revised by (Date): E. Flores (07/31/12)  
Approved by (Date): P. Vargas, Director of Human Resources (12/16/13)

Job Summary:  
The Financial Aid Counselor will interact via email and phone with prospective and returning students from our online national program to determine financing options. Position involves a high degree of confidentiality.

Essential Functions:  
1. Counsels students to determine financing options and provides guidance through the financial aid process.  
2. Counsels students on debt management for student loans.  
3. Processes application documents, calculates awards, and conducts follow-up activities.  
4. Completes verification process in strict compliance with all federal regulations.  
5. Ensures that financial aid awards are issued in a timely manner.  
6. Provides information sessions for students and parents, both on and off campus.  
7. Participates in student processing activities with the Admissions and Advising teams to ensure that enrollment and retention goals are met.  
8. Assists in the collection of data for reporting and audit purposes.  
9. Administers assigned programs according to federal, state, and institutional policies and regulations.

Additional Duties:  
1. Performs other related duties as assigned.

Knowledge, Skills, and Abilities:  
1. Effective oral and written communication skills with ability to present financial aid information to groups or individuals.  
2. Knowledge of or ability to learn the Colleague administrative computer system, EDE software, Word, Excel and other software applications.  
4. Ability to travel and to work evenings, weekends and other times as deemed necessary for overall operation of the Financial Aid Office.  
5. Sufficient endurance to work at a computer for extended periods of time.  
6. Ability to perform light lifting up to 10 pounds.

Education and Experience Requirements:  
1. Bachelor's degree.  
2. Two years related work experience in a college, university or non-profit setting  
3. Work experience in a financial aid office preferred.  
4. Experience with Colleague database desired.

Minimum Starting Salary: (Actual salary offered subject to qualifications)  
Applicant deadline: Open until filled

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