



JOB DESCRIPTION

POSITION TITLE Financial Aid Counselor

REPORTS TO: Associate Director of Financial Aid

PRIMARY FUNCTION: Working within federal, state, and institutional polices and regulations, the Financial Aid Counselor provides financial aid information and counseling services to students and families.

AREAS OF RESPONSIBILITY:

1. Counsels and advises students about financial aid eligibility, application procedures, aid programs, aid eligibility, packaging policies, costs, billing process, indebtedness, money management and financial planning. Also provides general information via e-mail, phone, and personal contact.
2. Answers inquiries to financial aid email account including basic inquires generated from the use of the Net Price Calculator and serves as backup to incoming calls and front desk reception duties.
3. Modifies financial aid packages based on changes in enrollment level, budget adjustments, additional aid, etc. and communicates changes in eligibility to students.
4. Work with Assistant Director to certify, originate and disburse federal, private, and institutional student and parent loans.
5. Assists in oversight of document imaging process, writes procedures, and trains staff.
6. Oversees customer service functions of the office to ensure that the high expectations of students, parents, and the St. Olaf community are met.
7. Keeps Director and Associate Director of Financial Aid informed of issues and concerns raised by inquiries; identifies and recommends changes in processes to better expedite financial aid process (both general and student specific)
8. Performs other duties as assigned which support the purpose and initiatives of the Financial Aid Office and the College.
9. Runs disbursement functions in PowerFAIDS and sends disbursement files to Student Accounts for posting.

SUPERVISORY RESPONSIBILITIES: Indirectly supervise/assign duties to administrative staff and student employees.

CONTACTS: Students, staff, faculty, parents, vendors, and general public.

