

## POSITION DESCRIPTION

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**TITLE:** Financial Aid Counselor - (Exempt)

### **Collective Bargaining - Ineligible - Managerial**

**Definition** - The Board approved definition of a managerial employee is an employee who is engaged predominantly in executive and management functions of the College or who is designated with the responsibility of directing the implementation of management policies and practices and who customarily and regularly exercises discretion and independent judgment in directing the implementation of management policies and practices.

**This is a management position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.**

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### **JOB SUMMARY:**

The Financial Aid Counselor works with applicants, students, and parents regarding financial aid, scholarships, and work-study employment. Counselors must be knowledgeable of federal, state and institutional rules, regulations and procedures related to student aid. In addition, the Financial Aid Counselor must remain current on U.S. Tax rules, tax benefits for parents, tuition waivers, and consortium agreements. The incumbent is responsible for correctly processing applications, verifying application data, determining eligibility, management and processing of all federal, state, institutional and outside awards. This position will require a great deal of interaction with people and will entail frequent use of computer programs. The Financial Aid Counselor position entails multiple areas of responsibility, decision-making, and reports to the Director of Financial Aid.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

- Responsible for following the policies and procedures as defined in the employee handbook.
- Actively contributes to a positive work environment.
- Responsible for 100% of verification process of FAFSA forms for students receiving federal, institutional and state aid. Ensures compliance to Federal Regulations for the verification process and maintains accuracy in reporting.
- Responsible for 100% of C-Code and ISIR issue resolution. Works with students to resolve the issues brought to our attention, maintaining student eligibility for aid.
- Opens, sorts, and routes mail.
- Responsible for the Office of Student Financial Assistance (OSFA) email, including drafting responses and forwarding as necessary.

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- Responsible for the processing of tuition waivers, and monitoring credit hours.
- Responsible for processing outside scholarship and grant programs to include private, non-Maryland, and independent organizations.
- Manages the Federal Work-Study (FWS) Program - - Responsible for payroll forms for FWS employees and payroll functions.
  - a) Files all required institutional, state, and federal paperwork for working on campus.
  - b) Monitors the work-study hours, budget and reports to the Director in a timely manner the hours worked as well as the expenditures for the fiscal year. Replaces suspended or canceled work-study students.
  - c) Reconciles on a monthly basis with the Business Office.
  - d) Compiles and revises all work-study forms and pamphlets for distribution to students and supervisors via portal.
- Assists in researching rules and regulations concerning eligibility issues and participates in determining office policy and procedures.
- Reviews and prints financial aid award packages ensuring accuracy and compliancy.
- Provides counseling to prospective students and is responsible for day-to-day communications.
- Develops and maintains an office assessment routine to assess the strengths and areas of growth for OSFA.
- Develops and executes outreach to current and prospective students.
- Requires excellent interpersonal skills, with special sensitivity to the needs and expectations of our students and families.
- Delivers public presentations for financial aid, recruitment, and retention purposes.
- Reserves rooms for financial aid presentations and meetings via EMS.
- Participates in recruitment activities on and off campus.

**MINIMUM QUALIFICATIONS:**

- Education: High school diploma or equivalent; Bachelor's degree preferred.
- Experience: Financial aid experience preferred.
- Excellent written, verbal and interpersonal communication skills.

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- Knowledge of federal, state, and college regulations that govern the administration of the financial aid programs.
- Experience working with computer applications such as Word, Excel, Access, and PowerPoint.
- Some accounting knowledge or skills and counseling skills required for sensitive treatment of confidential family information.
- Ability to deal effectively and tactfully with students, parents, faculty, staff and the public; proven ability to deal with a diverse population.
- Willingness and ability to work a flexible schedule.
- Must have exceptional communication, interpersonal and organizational skills, and strong internal and external leadership abilities with an uncompromising commitment to student service and student advocacy.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.