FINANCIAL AID OFFICER

Department: Financial Aid

Reports to: Director of Financial Aid
Supervises: N/A

Position Type: Non-exempt

Position Hours: 8am-5pm and 10am-7pm (two days) to accommodate the evening classes.

Location: Rotating Position: Monroeville and Pittsburgh Campuses

POSITION SUMMARY:
Develop, negotiate and finalize student financial plans consistent with financial planning policies and procedures and with Federal/State regulations for awarding aid. Work closely with new, continuing and re-entry students and their families to ensure the plan and re-plan continue to best meet the families' needs. Counsel students on all acceptances and other matters related directly to the student financial plan.

The primary goal of this position is to assist in the recruitment and retention efforts of the School by providing excellent and timely customer service to ensure the student experience is positive. Strong communication and time management skills, professionalism, adherence to student privacy, and the ability to work cohesively within a team in a fast-paced environment are crucial.

Key Job Elements: includes but are not limited to the following:

- Respond to inquiries in person, over the phone, and via email on issues pertaining to Financial Aid and Student Accounts in a timely and courteous manner.
- Troubleshoot students' or families' issues as needed, provide follow-up, and refer issues to the appropriate personnel within the office.
- Assist students with the financial aid application process, explain common terms, and be familiar with the basic requirements for eligibility.
- Navigate, research, and communicate information from the Common Origination & Disbursement (COD) website as it pertains to federal grants and federal loans.
- Responsible for overseeing that submitted financial aid documents are processed in an accurate and efficient manner.
- Maintain familiarity with the types of financial aid available, application deadlines, federal regulations, tuition, fees, miscellaneous charges, payment policies, billing and financial aid deliveries for all programs, the refund process and account audits.
- Negotiate, establish, and monitor in-house payment plans.
- Collaborate with other service departments to enhance student relations (e.g. Registrar, Admissions, Education Department).
- Work independently and within a team, make sound business decisions, use acute attention to detail, and manage multiple and competing demands in a fast-paced office environment.
• Maintain confidentiality with sensitive student information, always working within the right to privacy guidelines, and in observance of the Family Education and Rights Act (FERPA).
• Working knowledge of School policies, including the Office of the Registrar, Education Department, as they relate to Student Financial Services.
• Represent Student Financial Services at Open Houses, new student orientation, registrations, and additional events as needed.
• Other duties as assigned by the immediate supervisor, the Director of Financial Aid.

Minimum Qualifications:
• Prefer candidates with a conferred Bachelor’s Degree from a regionally accredited U.S. college or university.
• 2-3 years of customer service experience and the ability to handle sensitive issues with tact and diplomacy.
• Excellent verbal, written, and interpersonal communication skills, including excellent telephone communication skills.
• Must be organized, able to analyze complex data, prioritize tasks, and meet deadlines in a fast-paced work environment.
• Must be able to work independently and as a collaborative team member and have a commitment and ability to work with diverse populations?
• Proficiency using MS Office Software Suite (i.e., Outlook, Word and Excel).
• Must have an aptitude to learn new systems such as STARS student information system and the computer skills necessary for data entry and retrieval.
• Must be able and willing to work from 9 AM to 5 PM Monday through Friday each week, with the ability to work overtime as required, such as nights and weekends on occasion.

Knowledge:
• Bachelor’s degree in a related field required.
• Previous experience working with and technical knowledge of student financial aid programs.
• Knowledge of Federal, State, or commercial loan packages.

Abilities:
• Ability to read, comprehend, and comply with federal and state laws, regulations, and policies pertaining to the provision of student financial aid.
• Ability to interact effectively as a member of a team and work collaboratively with other departments.
• Ability to listen to customers (e.g. students, staff, etc.) and to understand and respond positively to their requests
• Ability to work without close supervision and to set one's own priorities and work schedule

BACKGROUND CHECKS ARE REQUIRED FOR ALL POSITIONS

Application Instructions:
A cover letter, CV/resume, and contact information for three references must be included for full consideration. Please email this information to:

Dr. Kim Rassau, President
krassau@careerta.edu