

Southern Nazarene University

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Financial Aid Counselor – Traditional

Full Time / Bi-Weekly / Non-Exempt

REPORTS TO

Director of Traditional Financial Aid

DEPARTMENT

Financial Aid

EFFECTIVE DATE:

October 2020

JOB SUMMARY

The financial aid counselor evaluates financial needs of students from a variety of sources including documentation of financial status and personal interviews and counsels students regarding financial aid eligibility according to government and institutional regulations and guidelines.

RESPONSIBILITIES

Essential Functions:

- Counsels and advises students regarding the following aspects of financial aid, individualizing information to the particular needs and situation of the student.
- Collects and/or analyzes financial data on students to determine aid eligibility and make awards within federal, state, donor and/or institutional guidelines.
- Evaluates unusual/mitigating circumstance documentation or information provided by the student; exercises judgment by making adjustment or revisions to costs, contribution, need or dependency status as exceptions to the prescribed process.
- Assists in the preparation of and presents information regarding federal financial aid, scholarships, employment and grants for various campus groups, high school students and parents at various meetings.
- Analyzes various system generated reports such as grades and enrollment status or award status to verify continued compliance and eligibility of students receiving aid under federal and institutional guidelines; notifies students of changes in eligibility of awards and alternatives to amend the situation.
- Interfaces with students and lenders, employers, donors, guarantee agencies and/or staff to resolve issues.
- Connect and provide timely follow-up with students, families, and colleagues.
- Maintain regular office hours, unless otherwise arranged with the area supervisor.
- Meet all awarding goals laid out by the supervisor
- Speaking in public to large and small groups

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- Ability to cross train and learn both Traditional & PGS (Professional & Graduate Studies) financial aid and be used where needed depending on office needs at the time.
- Additional duties as assigned

Required Qualifications:

- Southern Nazarene University is an expression of the Church of the Nazarene. According to SNU policy, all faculty and staff must possess a strong personal Christian commitment and be committed to the SNU mission to make Christlike disciples through higher education in a Christ centered community.
- An understanding of the importance for diversity, inclusion, and equity
- Ability to have fun and be a team player
- Possess strong verbal and written communication skills including a pleasing telephone presence
- Ability to prioritize multiple demands in fast pace work environment
- Excellent interpersonal, problem solving, and customer service skills
- Self-starter with good time management skills
- Ability to work under pressure and meet deadlines
- Ability to work independently
- Ability to provide quality customer service
- A working knowledge of related computer technology
- Organizational skills

Preferred Qualifications:

(Note: If you meet the qualifications above but do not meet all of the qualifications below, but are willing to receive training and are a quick learner, we would welcome your application)

- Financial aid awarding experience
- Bachelor's degree
- Higher Education experience
- Experience with Laserfiche document imaging software
- Experience with Ellucian's Colleague ERP software
- Experience with Ellucian's Recruit CRM software
- Minimum of two years of related work experience and/or relevant training

Supervision Received:

- Receives supervision and work assignments from a designated supervisor, although other staff members in the unit may provide work direction.

Supervision Exercised:

- May be responsible for the coordination of work assignments for student employees.
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BENEFITS

Generous benefit structure including family health insurance plan (shared cost), long term disability, dental insurance, group life insurance, retirement matching, tuition remission, vacation, sick leave, personal days, and holidays.

Updated: August 17, 2020

SOUTHERN NAZARENE UNIVERSITY NON-DISCRIMINATION/EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Non-Discrimination/Equal Employment Opportunity Statement: Southern Nazarene University policy prohibits discrimination on the basis of race, sex, age, color, creed, national or ethnic origin, marital status, disability, genetic information, veterans status or any other legally protected class in the recruitment and admission of students, in all personnel actions or decisions including, but not necessarily limited to, recruitment, hiring, training, upgrading, promotion, demotion, termination and salary, and in the operation of all university programs, activities, and services. Any concerns regarding discrimination on the basis of categories listed above should be addressed to the appropriate person:

Employees contact:

Director of Human Resources (or immediate supervisor)

Southern Nazarene University

6729 NW 39th Expressway

Bresee Hall, Room 306

Bethany, OK 73008

[405-491-6333](tel:405-491-6333)/ Email: gcollier@snu.edu

Anyone with questions or concerns regarding sex discrimination or the university's compliance with Title IX can contact the university's Title IX Coordinator:

Provost and Chief Academic Officer

Southern Nazarene University

6729 NW 39th Expressway

Bresee Hall, Room 200

Bethany, OK 73008

[405-491-6600](tel:405-491-6600)/ Email: mkyzer@snu.edu

TITLE IX DISCLOSURE

Under Title IX of the Education Amendments of 1972, Southern Nazarene University prohibits all unlawful discrimination on the basis of sex or gender in its educational programs and activities, except where the University has been granted exemptions from certain Title IX regulations on religious grounds, including the specific religious tenet of the University.

No individual will be subject to any form of retaliation, discipline, or other adverse action for reporting conduct in violation of the university's nondiscrimination/Equal Employment Opportunity Statement, assisting/cooperating in making a complaint, or assisting with the

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investigation of a complaint. Any individual who believes they have experienced or witnessed retaliation should immediately notify the appropriate member(s) of the administration as identified above. Those found to be engaging in any type of discrimination in violation of law or university policy will be subject to disciplinary action, up to and including dismissal or termination of employment.

*Christian faith and employment at Southern Nazarene University: Southern Nazarene University is an expression of the Church of the Nazarene. It reserves the right to prefer employees on the basis of religion (Title VII, Section 702-703, U.S. Civil Rights Act of 1964).