



Job Description

Job Title: Financial Aid Advisor
Reports To: Director of Financial Aid

Position Responsibilities:

- Remain current with federal, state, and institutional policies and procedures for administration of the various programs of student financial assistance.
- Maintain Financial Aid Policy and Procedures Manual and make recommendations for updates.
- Maintain and prepare weekly and quarterly reports.
- Process and maintain reports and update Default prevention to California Student Aide Commissions.
- Submit correspondence to students regarding default status.
- Coordinate financial aid appointments with students and ensure good customer service to all students.
- Complete accurate and neat reports.
- Responsible for filing.¹
- Formulates procedures for systematic record retention.
- Follow-up on Financial Aid appointments when student appointments are canceled and reschedule.
- May be requested to participate in community outreach events.
- Required to participate in evening and some weekend work rotations for the Financial Aid department.
- Responsible for collecting essential documents required for admittance during the interview process.
- Must possess good oral and written communication skills.
- Maintain and document data input of all prospective students in the SMART system.
- Responsible for auditing files for completeness and accuracy. Follow-up on missing documents in a timely manner.
- Responsible for outgoing correspondence in the Financial Aid department
- Required to answer questions about student applications, additional documents, and general status of their file.
- Responsible for completing all other related duties as assigned.

Qualifications:

- Two years experience or more in Financial Aid with proficient knowledge of grant awarding.
- High school graduate.
- Exceptional interpersonal and communication skills.
- Strong organizational skills, must adapt quickly to new and changing information.
- Computer literate, have ability to explain complex processes clearly and plainly.
- Must project a professional image for the company.
- Patience and sensitivity to student needs and confidential subject matter.
- Must be able to move back and forth from files and must bend, stoop and sometimes kneel while filing.

Physical Requirements:

- Ability to spend 6 or more hours per day sitting at desk or computer terminal.
- Ability to commute from one campus to another.
- Ability to hear and speak clearly as may spend one or more hours per day on telephone.
- Must be able to multi-task.
- Must be able to lift up to 20 lbs

Printed Name

Date

Signature