Financial Aid Counselor	7/01/08, revised 9/10/09, 5/12/10, 1/4/12
	Eligible for Overtime: No
Salary Plan and Grade: Grade 11	

General Description of the Job

The Financial Aid Counselor is responsible for providing financial aid counseling assistance to financial aid applicants and parents of dependent students. The Financial Aid Counselor will be responsible for reviewing verification documentation and determining eligibility for Federal, State and Institutional financial aid.

Essential Functions

The following are the functions essential to performing this job.

1.   Interpret, articulate, and disseminate financial aid policies, procedures and regulations to students, parents and the public.
2.   Provide financial aid counseling and assistance to students who are applying for financial aid.
3.   Compute and award federal and institutional financial aid in compliance with respective policies and procedures subject to federal, state and local audit.
>•Determine eligibility for federal/institutional financial aid.
>•Verify and interpret Free Application for Federal Student Aid (FAFSA).
>•Request and interpret supporting documentation (i.e., tax returns, business and farm tax returns; government agency information).
>•Analyze accuracy of data provided.
>•Access Department of Education (DOE) database to analyze and evaluate financial aid eligibility to award federal financial aid.
>•Make corrections and resubmit to Department of Education.
>•Determine and award funds based upon documentation of need.
4. Meet with students/parents who have special circumstances including, but not limited to, unemployment and dependency overrides.
5.   Determine and override complex and unique issues by exercising Professional Judgment as allowed by the Department of Education.
7. Notify students/parents of results of Financial Aid process; counsel regarding additional options for financial aid.
8. Maintain knowledge of Federal tax return guidelines in order to accurately evaluate verification items.
9. Access and analyze federal financial aid history using the National Student Loan Data System (NSLDS).
10. Utilize integrated student information system (PeopleSoft) to award and track financial aid; assign communications to students; run reports and track student statistics.
11   Responsible for the reconciliation of the Pell Grant Program with COD.
12. Coordinate importation and loading of Federal ISIRS into People Soft database.
13. Adhere to highest professional and ethical standards to maintain data confidentiality and integrity.
14. Represent the college at professional meetings and workshops.

Other Functions

Individuals in this job may be assigned one or more of the following tasks on a rotating or as-needed basis.

1. Serve as a financial aid resource person to the college community regarding financial aid.
2. Conduct financial aid information workshops.
3. Review and update printed literature regarding financial aid.
4. Participate in college recruitment activities, including high school visits and college fairs.
5. Perform other duties as assigned.

Required Knowledge, Skills, and Abilities

The individual in this job must possess these skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1.   Ability to communicate effectively to the entire student population.
2.   Ability to be sensitive to personal issues of students and parents.
3.   Strong interpersonal skills.
4. Ability to interpret and apply Title IV Federal regulations and awarding policies.
5. Ability to access and use U.S. Dept. of Education Software and secure website.
6. Ability to interpret and apply FERPA requirements.
7. Ability to use all aspects of the PeopleSoft system.

8 Ability to negotiate, intervene, and resolve student financial aid issues.
9. Ability to maintain a high degree of confidentiality.
10. Ability to use all aspects of relational databases, integrated student information systems, email, and word processing programs.
11. The ability to use varying styles, approaches, skills and techniques that reflect an understanding and acceptance of the role of culture in a diverse, multi-cultural workplace.

Qualification Standards
1. Education: Bachelor's Degree required or an equivalent combination of education and experience.
2. Successful experience: Two or more years financial aid experience in higher education required. Experience in working with the public to provide information required. Experience using word processing and spreadsheets required.
3. Other preferences: Experience with PeopleSoft software and integrated information system preferred.

Performance Standards
The criteria for evaluation in this position include, but are not limited to, the following:
1. Evaluation from immediate supervisor
2. Student customer satisfaction surveys
3. Complete prioritized functions within established deadlines

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.