



ACCREDITATION EVIDENCE

Title: Financial Aid Advisor Position

Evidence Type: Corroborating

Date: March 2021

WAN: 22-0284

Classification: Resource

PII: No

Redacted: No



WESTERN WYOMING COMMUNITY COLLEGE

POSITION DESCRIPTION

FINANCIAL AID ADVISOR

(12 Month Position)

EXEMPTION STATUS:	EXEMPT
EEOC OCCUPATIONAL ACTIVITY CODE:	PROFESSIONAL
CLASSIFICATION STATUS:	LEVEL 14
SUPERVISION RECEIVED:	DIRECTOR OF FINANCIAL AID
SUPERVISION EXERCISED:	STUDENT WORKERS
MONTH & YEAR PREPARED:	MARCH 2021

EXPECTATIONS AND NATURE OF THE POSITION

The Financial Aid Advisor has overall responsibility for managing and tracking the College's student loan programs, coordinating and administering the Federal Work Study program, External Scholarships, and is the College's Veteran School Certifying Official. Responsible for providing information to students, prospective students, and parents concerning the financial aid process and available assistance as a part of Mustang Central.

This individual also serves as the Acting Financial Aid Director in the Director's absence. **Some evening work and travel is required.**

The Financial Aid Advisor must exercise discretionary judgment in assessing student eligibility and must communicate accurate information to students and student applicants. This individual must remain knowledgeable of all types of financial aid including Title IV aid, as well as institutional and Foundation grants and scholarships, Veteran's educational benefits, other governmental benefits, work-study opportunities, and loans. The Financial Aid Advisor performs duties in an office characterized by heavy student and staff traffic. All contacts with the public and with other college employees must be cordial and professional.

It is expected that this individual will accomplish assigned duties in an efficient, effective and competent manner, and strive for improvement and excellence in all work performed. Additionally, this individual must understand the comprehensive role of the community college and cooperate and work harmoniously with college personnel and the public. This individual must follow all college policies, rules, regulations and guidelines as they relate to this position.

PRIMARY DUTIES AND RESPONSIBILITIES FOR WHICH THIS INDIVIDUAL IS ACCOUNTABLE

1. Responsible for the operation of the student loan programs; initiates and tracks student loan activity and provides ongoing communication with all involved parties. Develops and implements procedures and provides staff training as necessary for the accurate and efficient processing of student loans.
2. Designs and manages a student loan default prevention program for individuals and groups including loan counseling, entrance interviews, exit interviews, and other default prevention tactics involving students,

parents, lenders, and Financial Aid personnel. Assists students with default cure procedures. Oversees default management and reduction strategies in conjunction with the College's third-party default management company.

3. Maintains correspondence with student loan program lenders in updating student information such as graduation dates, change of address, change of student status, last date of attendance, refund/repayment, and other information as needed.
4. Maintains records for each student loan and disbursement; reconciles records per federal regulations.
5. Coordinates, processes, and maintains federal work study allocations per federal guidelines.
6. Utilizes administrative software to package student aid and electronically communicate with students. Coordinates the electronic transfer and receipt of financial aid data.
7. Monitors the special eligibility requirements associated with less than half-time and dual admission students receiving aid.
8. Assists with processing and awarding of federal aid; including Satisfactory Academic Progress, Return of Title IV Funds, VA Certifying Official and other processes determined by the Financial Aid Director.
9. Confers with students, prospective students, parents, and staff on a daily basis to disseminate information, solve problems, provide advice, answer questions, approve exceptions within guidelines, and answer questions relating to the financial assistance available to students enrolled at Western.
10. Conducts day and evening financial aid presentations and seminars for Western students, staff, service area high schools, College outreach centers, and other organizations as appropriate; maintains accurate and up-to-date financial aid literature.
11. Assists the Financial Aid Director in planning, reviewing, and developing financial aid procedures and services; assists the Director in maintaining the Financial Aid Procedural Manual.
12. Assists with research and compilation of the annual financial aid reports, including the FISAP.
13. Complies with and remains up to date with Western's general policies and procedures, specific financial aid policies and procedures, and all federal regulations and requirements.
14. Assists in the development and distribution of financial aid marketing publications and programs. Maintains external scholarship webpage ensuring information is accurate and current.
15. Assists with College marketing, recruitment and retention activities as requested.
16. Knowledgeable about processes within Mustang Central and assists with student service as needed.
17. Works with Student Process Assistants and Student Service Assistants to assure timely and accurate processing of Institutional Aid and External Scholarships.
18. Participates annually in professional development.

OTHER DUTIES

1. Maintains and safeguards designated records as required. Ability to maintain confidentiality relating to the students and or programs and to use good judgment in making decisions.
2. Safeguards institutional physical resources by caring properly for assets assigned to the workstation and prohibiting unauthorized use.
3. Updates and maintains an inventory of all assigned equipment as necessary and required.
4. Proficient with the requisition and budgeting system of the college as it applies to the position, and processes related paperwork in accordance with approved procedures.
5. Makes referrals of students as appropriate to other college offices and services.
6. Performs other duties as assigned.

MINIMUM QUALIFICATIONS (Knowledge, Abilities, Education, & Experience)

1. Bachelor's degree in a business, higher education, or related field.
2. Two years progressively more responsible related work experience.
3. Experience with administrative computer databases.
4. Effective oral and written communication skills with a diverse population.
5. Experience giving formal presentations.
6. Professional and courteous demeanor.
7. Competency with Microsoft Word, Access and Excel.

Equivalency Statement

For those candidates who do not exactly meet all the minimum qualifications, an equivalent combination of education and experience which has provided comparable knowledge and abilities will be acceptable.

PREFERRED ADDITIONAL QUALIFICATIONS (Knowledge, Abilities, Education & Experience)

1. Experience in a College financial aid office.
2. Experience with the Colleague Financial Aid Module.
3. Experience with Federal aid software.

REVIEW AND APPROVAL

VICE PRESIDENT

DATE

HUMAN RESOURCES

DATE

PRESIDENT

DATE