



Job Vacancy Announcement

Financial Aid Counselor

POSITION TITLE: Financial Aid Counselor

JVA#: 2024- 22

DEPARTMENT: Financial Aid

POSITION SUMMARY: The Financial Aid Counselor is responsible for all aspects of the student loan process as mandated by federal and lender regulations. The Financial Aid Counselor's duties include determining eligibility for and awarding of financial aid to students in accordance with federal, state, and institutional guidelines, policies, rules, and regulations, counseling and advising students and parents on the various financial aid programs, evaluating financial aid applications in order to determine student eligibility for various financial aid programs, and awarding summer financial aid.

POSITION CLASSIFICATION/COMPENSATION: This position is Non-classified, Full-time, carries a Non-Exempt status under the Fair Labor Standards Act, and serves at the will and pleasure of the President. Actual compensation will be commensurate with specific qualifications and experience related to the position. The position is dependent upon available funding.

CORE RESPONSIBILITIES:

Job responsibilities require a high level of interpersonal skills, as well as the ability to communicate sensitively, courteously, and effectively with a wide range of constituencies. Work is performed under limited supervision, working from established policies, procedures, and objectives. Problems faced in this position may address non-routine questions or situations, requiring analysis or investigation of precedents. Decisions are limited to the application of standardized or accepted practices and errors could result in some costs and inconveniences within the affected area.

Primary duties

Manages student loan administration process from start to finish by certifying student Federal Direct Loans, Federal Direct Parent PLUS loans, and private alternative loans, including importing and exporting origination files to the US. Department of Education, disbursing loan files into BANNER, calculating eligibility, and adjusting loans as needed.

- Completes monthly federal loan reconciliations in accordance with federal guidelines

- Provides detailed information to students, parents, high school personnel, and others regarding all financial aid processes and financial aid programs offered through federal, state, private, institutional, and Veteran sources.
- Counsels students/parents regarding the loan application process, academic progress, student aid budgets, dependency status, additional financial aid options, and withdrawal
- Packages/reviews financial aid awards. Make recommendations on alternate funding sources for students in need of additional funds.
- Assists students/parents in completing loan documents
- Confirms borrower eligibility, returns loan funds when required, and adjusts/cancels loans when required
- Counsel students regarding loan repayment options, including deferment and forbearance, to prevent default
- Serves as liaison between borrower and loan servicer
- Re-budgets students as needed in accordance with the guidelines set forth by the Department of Education
- Helps to diffuse difficult situations, listening to concerns and complaints of parents and students
- Performs all duties related to summer awarding, including determining summer budget, aid eligibility, and notifying students if not eligible.
- Monitors default prevention programs in conjunction with lenders and servicers and assists in the development and implementation of financial planning and debt management education.
- Responsible for running progress reports to find students who have withdrawn, did not return, or who are less than half-time and mailing them exit packets
- Provides assistance to students with the completion of the Free Application for Federal Student Aid (FAFSA) and other requirements needed for the application, acceptance, and disbursement of financial aid. Identifies and solves over-award conflicts and academic progress conflicts
- Analyzes data used to determine default rates
- Meets with private loan representatives to keep abreast of private loan changes
- Interacts as needed with a variety of public offices that include federal and state agencies
- Represents institution at recruitment and high school functions, and informational seminars/workshops to increase financial aid awareness.
- Participates in training and professional development to enhance job performance, both on and off campus to ensure compliance with ever-changing federal, state, and institutional regulations and policies
- Limited travel is required to attend professional training and events
- Serves as a backup to the front desk, by greeting visitors, and answering phone calls and emails.
- Performs related duties as assigned or as directed
- Reads manuals, newsletters, Dear Colleague letters, and other federal, state, and institutional publications regarding financial aid regulations.

- Provide Loan counseling to students and parents, Assist and review loan amounts for eligibility via telephone, email, or in person.
- Administration of Alternative Loan Programs- Responsible for compliance with federal Title IV rules and regulations in confirmation of student/parent eligibility, and in certifying and awarding outside loans.
- Works independently on all projects.
- Work with other offices on campus, such as the Business Office, via telephone or email as needed.
- Assists with other duties assigned by the Financial Aid Director.
- Perform other duties as assigned.

MINIMUM REQUIRED QUALIFICATIONS: Bachelor's Degree from an accredited institution is required.

PREFERRED QUALIFICATIONS: Two years experience in customer service, counseling, or advising, and the ability to work and retrieve data from integrated information systems. Managing financial transactions and working with electronic file processing.

THE UNIVERSITY: The mission of Bluefield State University is to provide students with an affordable, accessible opportunity for public higher education. Bluefield State University, a historically black institution, prepares students for diverse professions, graduate study, informed citizenship, community involvement, and public service in an ever-changing global society. BSU welcomes all qualified candidates to apply. More information about the University is available at: <https://bluefieldstate.edu/>.

APPLICATION PROCEDURE: Completed applications are to be submitted in electronic format only to humanresources@bluefieldstate.edu and must include:

1. Letter of interest specific to the position;
2. A completed BSU Employment Application (form available at <https://www.bluefieldstate.edu/resources/human-resources/jobs>);
3. Resume/CV;
4. Contact information for at least three professional references; and
5. Transcripts (unofficial transcripts are acceptable for the application process; official transcripts will be required of the selected candidate).

Please **do not** include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents. **Also, Bluefield State University does not provide H1B visa or employment sponsorship**

DATE POSTED: October 24, 2024

CLOSING DATE: For full consideration, applications must be received by 4 p.m. EST, Friday, November 8, 2024. Applications will be accepted until the position is filled; however, applications received after the deadline may not receive full consideration.

Bluefield State University is an HBCU, AA/EOE/ADA employer, committed to the principle that minorities, women, veterans, and individuals with disabilities are encouraged to apply. The university complies with all applicable federal and state laws designed to promote equal educational and employment opportunities. Bluefield State University does not provide an H1B visa or employment sponsorship.