

Faculty and Student Services Job Function

FSS Financial Aid Officer II

Grade: 56

Job Code: S0156M

Job Family: Financial Aid

Job Family Matrix: [Financial Aid Matrix](#)

Summary

Supervise the day-to-day financial aid activities including reviewing and evaluating financial information submitted by applicants to determine aid award in accordance with established federal and university standards and guidelines.

Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Manage financial aid operations including application processing, and award determination
- Counsel prospective and current students, and families, on financial planning and financial assistance
- Develop and plan financial aid information sessions and events
- Participate in financial aid strategy development to meet the needs of students
- May plan and manage departmental budget
- Prepare and analyze financial aid reports to track trends
- Manage technology systems and provide training
- Assist in developing departmental policies and procedures, recommend improvements
- Ensure compliance with federal, state and institutional financial aid requirements and auditing standards

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 3 years' relevant work experience

Additional Qualifications and Skills

- Supervisory experience
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Working knowledge of financial aid processes
- Communication skills (both written and verbal)

Certificates and Licenses

Physical Requirements

- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion

Working Conditions

- Work is performed in an office setting
- Travel may be required
- May be required to work nights and weekends