



## Financial Aid Counselor (2 positions)

**Department:** Financial Aid Office

**Recruitment #:** S1907

**Salary Range:** \$37,323 - \$43,909

**Closing Date:** Review of completed applications begins immediately. Position is open until filled.

The Financial Aid Office at Western Oregon University in Monmouth has two full-time, 12-month, annually renewable, unclassified positions available. The Financial Aid Office (FAO) provides monetary assistance to students who can benefit from further education but would not be able to attend without such aid. The FAO serves as custodian of federal, state, institutional, and private funds thereby insuring that students receive all funds for which they are legally entitled.

### MINIMUM QUALIFICATIONS

- Bachelor's degree from an accredited college or university
- Ability to efficiently organize, prioritize multiple tasks, meet deadlines, and work independently and as a team player within a highly computerized environment with frequent daily interruptions
- Excellent analytical skills, as well as strong oral, written, and presentational skills with a proficiency in word processing and spreadsheet software.
- Ability to give advice and/or problem solve, work comfortably with individuals who may be frustrated or hostile, and demonstrate success in working with diverse populations and with those persons with diverse points of view

### Preferred Qualifications:

- Bachelor's degree in a technical field (Accounting, Information Technology, Project Management, etc.) or related
- Professional experience in a university financial aid environment
- Experience working with Banner FA and SIS or PowerFAIDS (College Board Program) and Award Management
- Bilingual competency

**\*\*Candidates must not be in default on any federal student loan**

**\*\*A criminal background check will be required as a condition of employment**

**We are not considering candidates who require Visa sponsorship support. Additionally, the University typically only considers visa support for employees placed in specialized positions that are continuing regular University appointments.**

### DUTIES AND RESPONSIBILITIES

#### General

- Financial Aid processing: Reviews financial aid applications and files; Packages financial aid files; Coordinates outside resources with financial aid packages; Performs revisions of financial aid packages per student requests; Uses professional judgment decisions when appropriate to deviate from normal procedures; Documents communication regarding the student in the student's electronic file; Occasional retrieval of student files and re-filing

#### Customer Service

- Provides financial aid information to students, parents, and other clientele in an appointment setting, over the phone, or in writing; Interprets rationale behind student budget amounts, need analysis computations, packaging policies, and all program regulations; Counsels students regarding budgeting, loan management, satisfactory academic progress or other special circumstances; Resolves student problems or refers to another authority if necessary; Seeks to provide quality service to achieve customer satisfaction by working files quickly and accurately; Assists in providing financial aid presentations; Outreach – participates in various activities held on

and off-campus such as Student Orientation, Advising and Registration (SOAR), Preview Day, New Student Week, Making College Happen Conference, etc.; Completes student need assessments for outside agencies for their awarding purposes (Tribal Scholarships, Oregon Student Access and Completion, Vocational Rehabilitation Department, private loans, etc.)

#### **WORKING CONDITIONS**

- Occasional evening or weekend work hours required. This position may work a flexible work schedule to accommodate the needs of the office and university.
- This position works with confidential and sensitive material and must be cognizant of the FERPA regulations

#### **APPLICATION PROCESS**

*You may submit all materials online at [www.wou.edu/prostaffapp](http://www.wou.edu/prostaffapp)*

#### **Required Application materials (PDF preferred):**

- 1) WOU Employment Application form (available at [www.wou.edu/prostaffapp](http://www.wou.edu/prostaffapp))
- 2) Letter of application that addresses each qualification of the position. Please include how your experience, education, and/or training might help us build a more inclusive, collaborative, and diverse community.
- 3) Resume
- 4) Contact information for three references
- 5) Copy of unofficial transcript for highest degree earned

*As an alternative, you may submit application materials to:*

**S1907, Financial Aid Counselor**, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; **OR** e-mail to [employment@wou.edu](mailto:employment@wou.edu); **OR** fax to: 503-838-8144.

**Western Oregon University is an AA/EO/Veteran/Disability employer  
committed to increasing the diversity of its workforce.**