Financial Aid Counselor

Department: Financial Aid Office
Recruitment #: S1654
Closing Date: Review of completed applications begins immediately. Position is open until filled.

This is a full-time, 12-month, annually renewable, unclassified position in the Financial Aid Office at Western Oregon University in Monmouth. 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, make decisions, 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
• Previous experience working with underrepresented student populations
• Experience working with Banner SIS or PowerFAIDS – College Board Program
• 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**

DUTIES AND RESPONSIBILITIES
Financial Aid Application Processing
• Reviews financial aid applications and files in depth; Packages financial aid files according to institutional policies; Coordinates outside resources with financial aid packages; Performs revisions of financial aid packages per student requests; Use professional judgment decisions when appropriate to deviate from normal procedures; Provide hand written documentation of student appointments in their files; 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.)

Other
• Specialized Financial Aid duties as assigned by the Director/Assistant Director of Financial Aid
WORKING CONDITIONS
- Occasional evening or weekend work hours required.
- This position works with confidential and sensitive material and must be cognizant of the FERPA regulations.

TO APPLY SUBMIT THE FOLLOWING:
1) WOU Employment Application form (available at www.wou.edu/prostaffapp)
2) Letter of application
3) Resume
4) Contact information for three references
5) Unofficial copy of transcript for highest degree earned

Send to: S1654, Financial Aid Counselor, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; OR e-mail to employment@wou.edu; OR fax to: 503-838-8144.

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