

**PANOLA COLLEGE
JOB DESCRIPTION**

JOB TITLE:	Financial Aid Counselor	FLSA status:	Exempt
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DEPARTMENT:	Financial Aid	REPORTS TO:	Director of Financial Aid
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Position summary: The Financial Aid Counselor provides excellent customer service and guidance to financial aid applicants and their families throughout the financial aid application process; determines eligibility within the parameters of institutional, state and federal requirements.

Position responsibilities:

- Provide advising throughout the financial aid process to prospective, new and current students and their families. Must have a thorough knowledge of available types of financial aid, scholarships and general student eligibility criteria.
- Exercise independent judgment in the management of operational details of the financial aid process including but not limited to:
 1. Reviewing incoming financial aid applications and any supporting documentation needed to determine the accuracy of the financial and household information reported on the FAFSA. This requires knowledge of not only federal financial aid regulations but IRS tax laws and how they relate to federal financial aid.
 2. Completing assigned duties with a high degree of accuracy to ensure compliance while experiencing multiple interruptions.
 3. Exercising great attention to detail when completing assignments as errors in judgment or calculations could result in unintended consequences for the student and/or the institution such as under or over funding of a student, loss of student eligibility, audit findings, fines, damage to the College's reputation or loss of institutional eligibility.
 4. Having the authority to recalculate and makes changes to financial aid awards when a student's eligibility changes.
- Maintain knowledge of policies of other departments (registrar, student services, business office, human resources, athletics, etc.) and understand the impact of these policies on a student's financial aid eligibility.
- Oversee the administration of the federal loan program. This includes certification of all Parent PLUS and resolving issues between the College's system and the Department of Education COD System.
- Participate in state, regional and national professional development activities to ensure a complete understanding of federal and state regulations and remain current on changes to the federal and state aid programs.
- Utilize a conflict resolution skill set to pacify disgruntled students and parents, helping them to understand the situation and identify potential solutions to issues.
- Maintain student confidentiality in accordance with FERPA regulations.
- Performs miscellaneous job-related duties as assigned.

Minimum Position Requirements:

- Bachelor's Degree required. Two years of experience in a financial aid position preferred. Two years at an institution of higher learning or another highly regulated field required. Familiarity with financial documents and a high competency in computer skills. NASDAA Credentialing is preferred.

Knowledge, Skills, and Abilities Required:

- Proficiency in technology and the systems used to determine a student's eligibility and to originate a financial aid award. (This may include: POISE, NSLDS, COD, CPS, MS Word, Excel, etc.)
- Ability to interpret complex financial aid regulations and apply appropriately in different situations
- Understand personal income tax laws as they relate to federal financial aid
- Ability to work independently as well as in a team environment
- Strong problem-solving abilities and the ability to use sound judgment for decision-making
- Strong interpersonal and communication skills.
- Knowledge of and experience with basic office equipment.
- Ability to organize, set priorities and maintain records.
- Ability to foster a cooperative work environment.

Physical Demands and Work Environment:

- Work is normally performed in a typical interior/office work environment.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds.
- No or very limited exposure to physical risk.
- Some travel required.