

JOB TITLE: Financial Aid Advisor – State Programs/Foundation Scholarships

DEPARTMENT: Financial Aid

LOCATION: Union Campus

REPORTS TO: Director, Financial Aid

FLSA: Exempt

LEVEL: 201

DATE: 11/21/23; 5/3/23; 7/1/22

POSITION SUMMARY: Responsible for communicating awards, maintaining program information, and providing financial aid advisement to students. Knowledgeable about all financial aid programs and procedures with emphasis on State of Missouri student aid programs and foundation scholarships.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of bachelor's degree; two years related experience

ESSENTIAL TASKS: (*Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*)

- Assist student financial aid applicants and recipients by providing accurate information, appropriate materials, and procedural instructions for completing the FAFSA.
- Assist students by providing general information on all available financial aid programs.
- Collect and record required documents related to financial aid applications in a manner which is consistent, organized and meets all federal, state and institutional guidelines.
- Code documentation appropriately and enter into the Colleague Communication Management System.
- Process awards for various state financial aid programs for targeted student populations; process student financial aid accounts.
- Create and maintain a complete list of all Foundation and Outside scholarships.
- Bill donors and manage all incoming checks for outside scholarships.
- Adjust spreadsheets and student accounts daily to match eligibility. Send letters to students informing of eligibility and missing information
- Monitor and publicize all outside scholarship applications received by the financial aid office writing brief descriptions of the criteria and deadlines for applications.
- Performs awarding and certification of Bright Flight scholarships.
- Performs awarding and certification of Public Service Officer Survivor Grant scholarships.
- Performs any/all necessary return of funds to MDHE on ineligible state funds.
- Performs awarding and certification of Fast Track MO grant.
- Process Dual Credit/Dual Enrollment Scholarship
- Certifies employee waiver benefit and places award in Colleague.
- Certifies ETV eligibility forms and places award amount in Colleague.
- Monitor pending students.
- Monitor the student financial assistance academic progress policy to determine continued student eligibility.
- Identify and evaluate students' needs; collaborate with students to set educational objectives, evaluate ongoing academic progress, and prepare students to meet graduation and transfer requirements.
- Promote student retention by demonstrating an understanding of students' areas of interest, college and community resources, scholarship opportunities, and difficult financial and personal issues surrounding students' lives.
- Answer questions, inquiries, or requests of students, parents, lenders, guarantee agencies, staff in person, in writing or by telephone regarding financial aid eligibility and awards.
- Cross-trained in all other financial aid processes
- Provide guidance to financial aid applicants and loan recipients concerning financial planning, resources, and their economic responsibilities related to awards.
- Available to present at orientations as well as other admission/welcome events.

- Available for on-site and off-site FAFSA completion events.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), and other applicable laws pertaining to employment and education; ability to present materials effectively to individual students or groups; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; ability to handle confidential material judiciously; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple projects; ability to perform all essential functions using safe work methods and following safety regulations relating to job.

LEADERSHIP and COMMUNICATION SKILLS: Ability to respond meaningfully to the needs of individuals with respect and sensitivity; ability to exchange ideas, information, and opinions with others; ability to give instructions or assignments to others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning.

DECISION-MAKING and ANALYTICAL SKILLS: Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

EQUIPMENT/SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Colleague, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: (The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.)

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee will be required to work or meet in the evenings and/or on weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 20 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard;

POSITIONS SUPERVISED: None

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*