



Reformed University Job Description - Student Financial Aid Officer

OCCUPATIONAL SUMMARY:

Responsibilities may include but are not limited to performing a variety of duties associated with the coordination, awarding, disbursement and returning of state, federal and institutional financial aid assistance programs.

POSITION AND JOB DESCRIPTION:

Formal Title (Position):

- Student Financial Aid Officer
- Full-Time Administrative Staff

PRIMARY DUTIES:

- Is responsible for duties as assigned relating to internal controls including safe-guarding of department assets, reliability of department financial information, and compliance with applicable laws, regulations, policies and procedures;
- Provide information to students regarding financial aid program requirements and procedures;
- Evaluate documented financial need;
- Accept financial aid applications, forms; review for completeness, accuracy; verify information reported on student applications to determine eligibility for awards; screen applications; review student folders, review student accounts, transcripts, various test scores, and process;
- Demonstrate integrity, ethical behavior in working with confidential information and maintain a high level of confidentiality;
- Interpret, apply and comply with federal, state and institutional regulations governing student financial aid; maintain current working knowledge of guidelines/regulations related to financial aid;
- Maintain a close working relationship with Admission Services, the Office of Business Affairs, the Office of Academic Affairs, and other university constituents;
- Participate in all Financial Aid meetings and events as assigned;
- Respond to all inquiries within 24 hours;
- Provide exemplary customer service by going the extra mile for the customer; and
- Performs other related duties incidental to the work described herein.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

REQUIREMENTS:

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Knowledge:

- Understanding of University mission and objectives;
- Demonstrated expertise in project planning, development and implementation;
- Presenting information and summary reports internally and to the public;
- Handling the demands and requirements of senior-level management in higher education; and



- Effective management and leadership models and techniques, including Servant-Leadership Principles.

Foreign Language Requirements:

- Foreign Language proficiency strongly required – Korean

Educational Requirements:

- At least Bachelor's Degree in any Business, Management, Accounting, or Finance programs from a Nationally accredited post-secondary educational institution

Professional Job Experience Requirements:

- One year of experience in student financial aid, student personnel, or related area in a post-secondary institution;
- Certificate of ED Financial Aid Training; and
- Preferred: Prior financial aid experience is a plus.

Technical Requirements:

Excellent organizational skills; proficient in MS Office products, Quickbook, and ability to learn other software programs; detail orientated, accurate with ability to prioritize information in a timely manner; strong communication skills; written, oral, active listening and interpersonal skills; work effectively in team situations, demonstrate computational ability, ability to work on several tasks at a time; ability to respond effectively in a variety of situations.

Physical Requirements:

- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling;
- Work is routinely performed in an office environment; and
- Occasional lifting of objects up to 10 pounds.

REPORTING DUTIES:

Reporting Responsibility to:

- Director of Student Affairs
- President

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.