



Mercyhurst University Job Description

Job Title: SFS Counselor
Department: Student Financial Services
Location: Erie or North East
Reports to: Asst Director of Student Financial Services
VP: VP for Enrollment
Classification: Administrator
FLSA: Exempt

SUMMARY

The SFS Counselor assists and supports the director in the administration of student financial assistance, scholarship, and student employment programs in compliance with federal and state regulations and institutional policies. The SFS Counselor manages one or more federal, state and institutional student aid programs.

Essential Duties and Responsibilities:

Includes, but not limited to:

- Coordinate/manage one or more federal, state and institutional financial aid programs. This includes ensuring compliance, developing and maintaining written procedures in the administration of the program, setting and following an annual schedule of activities and deadlines required to administer the program, monitoring and overseeing program budget, and reconciling student aid and/or scholarship fund accounts.
- Analyze, interpret and follow federal, state and institutional regulations and guidelines in administering one or more federal, state, private and institutional student aid and scholarship programs.
- Perform student aid needs analysis, verification of financial data and other criteria to confirm student aid eligibility, federal state and institutional financial aid award packaging, process and certify educational loans for students and parents, and other procedures necessary to deliver financial aid to students.
- Counsel and advise students on the student aid application process, costs and billing, requirements for eligibility, needs analysis, process for change in financial circumstances, rights and responsibilities regarding student aid, academic progress requirements and procedures for appealing, and other information related to student scholarships, grants, work and loans.
- Provide customer service activities in person, by telephone, email and IM in a fast paced, high volume setting.



- Conduct Financial Aid and Debt Counseling workshops/presentations.
- Attend occasional professional development conferences on or off campus which may require travel and overnight stay.
- Fund reconciliation.
- Travel between Mercyhurst campuses is required on occasion.
- Demonstrated excellence in interpersonal and communication skills with emphasis on superior customer service in a high-volume environment. Ability to represent the office in a positive and professional demeanor and appearance. Strong verbal and written communication skills.
- Demonstrated ability to work independently and proactively as a member of a team. Ability to working in a culture of diversity, respect and inclusion.
- High level of personal responsibility along with a positive and cooperative attitude. Demonstrated initiative and follow through on tasks, taking ownership for assigned functions.
- Demonstrated ability to manage multiple tasks and handle time sensitive competing priorities. Ability to quickly identify and respond to wide-ranging topics, including taking steps to resolve problems effectively.
- Ability to show sensitivity to a diverse group of students and parents during potentially difficult and sometimes emotional financial situations. Proficiency in Microsoft Office Word, Excel, Power Point, Outlook.
- Perform other related duties as assigned.

Supervisory Responsibilities

This job may include staff and student work study supervision.

EDUCATION AND EXPERIENCE

A Bachelor's degree is required. At least 2 years of financial aid experience is required. Knowledge of federal and state financial aid regulations, needs analysis, student budgets, financial aid packaging, professional judgment policies, debt management, federal and state grants, scholarships, work and loan programs is required.

Working knowledge of Microsoft Office applications required. Effective public speaking and interpersonal/counseling skills are required. Must have the ability to handle multiple tasks and complete various projects within designated deadlines. Must have excellent written and oral



communication and organizational skills, be a self-starter, team player, detail oriented, ability to work independently and have a positive attitude toward customer service.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to read and interpret documents such as procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Ability to calculate figures and amounts such as discounts and percentages. Ability to apply concepts of basic math.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

To perform this job successfully, an individual should have knowledge of basic Microsoft Office Suite and Database software; Internet software; Spreadsheet software and Word Processing software. Excellent communication skills; Ability to manage complex tasks in a demanding environment; Ability to work independently and make routine decisions; Ability to develop effective working relationships with students, faculty, staff and the general public as part of the Student Financial Services team; Knowledge of student aid and employment policies, regulations and procedures; Ability to organize and prioritize work assignments; Ability to handle confidential information and material in a professional and ethical manner; Ability to analyze and decipher information

Must be able to work beyond regular office hours occasionally.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

All applicants must be eligible to work in the United States. Mercyhurst University is an Equal Opportunity Employer that encourages members of diverse groups to apply.