



Student Financial Services Counselor

Department: Finance
Status: Non-Exempt, Full Time
Closes: Open until filled

Report To: Assistant Director of SFS
Classification: Staff

POSITION SUMMARY

The SFS Counselor assists and supports the Director and Assistant Director in the administration of student financial aid and student employment programs in compliance with federal and state regulations and institutional policies.

DUTIES AND RESPONSIBILITIES

- Coordinate and manage one or more federal, state, private and/or institutional financial aid programs. This includes ensuring compliance, developing, and maintaining written procedures for administering various programs, setting, and following an annual schedule of activities and deadlines, monitoring and overseeing program budgets, and reconciling student aid and/or scholarship fund accounts.
- Perform student aid need analysis and other criteria to confirm student aid eligibility, award federal, state, and institutional financial aid awards, process and certify educational loans for students and parents, along with other necessary financial aid awarding procedures.
- Counsel and advise students on the student aid application process, costs and billing, eligibility requirements, academic progress requirements and appeals, and other information related to student scholarships, grants, work-study, and loans.
- Provide premier customer service in person, telephone, email, and IM in a fast paced, high-volume setting.
- Provide personalized financial aid counseling for an assigned student population.
- Attend various professional development opportunities.
- Reconciliation of funds.
- May include staff and student work study supervision.
- Other related duties as assigned.

EDUCATION AND EXPERIENCE

- An associate degree is required. A bachelor's degree is preferred.
- Prior financial aid, business, finance, or other higher education experience is preferred. An equivalent combination of education and experience will be considered.
- Experience working with Colleague database and Microsoft Excel is a plus.



KNOWLEDGE/SKILLS

- Must possess interpersonal, verbal, and written communication skills.
- Must be detail oriented.
- Must have strong organizational skills.
- Must have the ability to work independently and pro-actively as a member of a team.
- Must have a positive attitude toward customer service.
- Must represent the SFS office in a positive and professional manner.
- Must be able to work in a culture of diversity, respect, and inclusion.
- Must have a high level of personal responsibility, including ownership and follow-through for assigned tasks.
- Must be able to manage multiple tasks and meet competing deadlines.
- Must be able to quickly respond to wide-ranging inquiries, including taking steps to resolve problems efficiently and accurately.
- Must be able to develop positive working relationships with students, faculty, staff, and outside agencies.
- Must handle confidential information and materials in a professional and ethical manner.
- Must show sensitivity to parents and students during potentially difficult financial conversations.

APPLICATION PROCESS

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

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

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.