



## Student Financial Services Counselor

**Location:** Erie  
**Department:** Student Financial Services  
**Reports To:** Assistant Director of Student Financial Services  
**Full/Part Time:** Full-time  
**Classification:** Staff  
**Closes:** *Open Until Filled*

### 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.

### DUTIES AND RESPONSIBILITIES

- 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.
- Demonstrate 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.
- Ability to work independently and pro-actively as a member of a team.
- Ability to work in a culture of diversity, respect, and inclusion.
- High level of personal responsibility along with a positive and cooperative attitude. Demonstrate initiative and follow through on tasks and ownership for assigned functions.
- Demonstrate 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.
- May include staff and student work study supervision.
- Other related duties as assigned.

## **EDUCATION AND EXPERIENCE**

An associate degree is required, and a bachelor's degree is preferred, along with 6-12 months of financial aid, business, finance, or other higher education experience. An equivalent combination of education and experience will be considered. 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 preferred. Experience with managing the Federal Work Study Program and Colleague database a plus.

Working knowledge of Microsoft Office applications is 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**

- Excellent communication skills including speaking effectively before groups of students/parents/others.
- Proficiency in Microsoft Office Suite.
- Ability to manage complex tasks in a demanding environment.
- Ability to work independently, make routine decisions, and solve practical problems.
- Ability to develop effective working relationships with students, faculty, staff, and other agencies as part of the Student Financial Services team.
- Knowledge of student aid, regulations, and policies.
- 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.
- Ability to show sensitivity to parents and students during potentially difficult and sometimes emotional financial situations.
- Ability to work occasional evenings and weekends.

## **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](mailto: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.

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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.**