

Financial Aid Counselor (SFS-FAC)

Summary: This role's focus is to proactively assist students and families in affording an education at Queens by optimizing funding from federal, state and institution resources within the framework of established regulations and policies. *This position reports to the Director of Financial Aid and is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for hours worked over 40 in a week.*

Essential Duties and Responsibilities

- Counsel and advise current and prospective students as well as their families on institutional, state and federal student financial aid programs, private alternative funding sources and payment plans administered by the university.
- Communicate with students and their families along with appropriate agencies regarding student accounts.
- Advise students and their families on payment plan options and monitor payment plan activity.
- Work with the Office of Admissions personnel to further University objectives for freshmen and transfer student enrollment.
- Have working knowledge of federal regulations, state law and university policies in awarding financial assistance to ensure compliance and audit requirements.
- Determine eligibility and award various types of institutional, state and federal assistance in full compliance with state and federal regulations, university policies and audit requirements.
- Administer and coordinate scholarships, both University awards and off-campus sources.
- Provide superior customer service to students and their families.
- Work with student and families to generate/collect necessary verification documentation as necessary to submit to the Assistant Director for completion of the verification process.
- Work with students and families to address FAFSA C-flags situations as outlined in the FSA Handbook.

Secondary Functions:

- Prepare billings for third party payments on student accounts.
- Verify information for accounts receivable holds.
- Evaluate and make independent decisions in relation to unusual cases, special requests, and verification issues.
- Present information sessions both on-campus and in the community.
- Perform statistical reporting functions.
- Special projects and additional duties as assigned to enhance the level of service and commitment to students, their families and the University.

Experience, Knowledge & Skills Required

- Minimum three years of financial aid or related experience is preferred.
- Excellent interpersonal and communication skills, with ability to quickly establish and nurture rapport.
- Working knowledge of federal and state regulations regarding student financial assistance preferred.
- Strong organization and analytical skills, including ability to perform statistical reporting.
- Excellent judgment and decision-making skills.

- Ability to quickly learn and apply new information.
- Proven customer service skills and enthusiasm for providing exceptional service to diverse populations including undergraduate and graduate students, parents, staff, faculty and other constituencies.
- Ability to demonstrate sensitivity to the financial concerns and stress of students and their families, and an aptitude for explaining complex financial information in terms that are easily understood and enhance the customer's experience.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Proven attention to detail, accuracy, and timeliness.
- Excellent organization and follow-up / follow-through skills to ensure completion of assignments within established timeframes.
- Ability to remain calm and resourceful in stressful situations.
- Ability to work both independently and collaboratively towards the optimum delivery of service to the customer.
- Flexibility in work schedule to accommodate limited evening and weekend hours to accomplish objectives of the position.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; familiarity with FERPA a plus.
- Proficiency with Microsoft Office, particularly Word and Excel.
- Preference given to candidates with PowerFAIDSand/or Jenzabar software experience.
- Bachelor's degree or equivalent combination of education and experience.

Application Process

Qualified candidates should submit the documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**SFS-FAC**" and **YOUR NAME** in your email Subject Line.
(**Example:** SFS-FAC Shawn Mullin)

Applications received by November 30, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on

supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 25 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Work in office environment, involving contact with students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

- This position is expected to occasionally work extended hours &/or weekends to achieve objectives of the position.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.