

## Senior Financial Aid Counselor

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**Summary:** This full-time, benefits-eligible position is responsible for assisting students and families through the complex financial aid funnel and process. This position requires work with federal, state, and institutional financial aid resources within the framework of established regulations and policies. This position works closely with department leadership in directing and managing counseling operations to ensure office efficiencies, compliance, and student service. This position reports to the Director of Financial Aid. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay for hours worked above 40 in a single work week.*

**Essential Duties and Responsibilities** include the following:

- Handle the financial aid awarding of all student populations as well as counseling students as needed
- Counsel and advise current and prospective students and their families on institutional, state and federal student financial aid programs, private alternative funding sources and payment plans administered by the university.
- 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.
- Evaluate and make independent decisions on unusual cases, special requests, and verification issues.
- Assist the Director in leading, directing and managing the operations, work flow and office policies and procedures.
- Provide superior customer service to students and families.

**Nonessential Duties:**

- Other duties and special projects may be assigned to meet department and university needs.

**Experience, Knowledge and Skills Required:**

- Three years of financial aid or related experience in a higher education setting is preferred.
- Working knowledge of federal regulations, state law, and ability to learn and apply university policies in awarding financial assistance to ensure compliance and audit requirements.
- In depth, current knowledge of principles, practices, methodology, and procedures for providing student financial aid and the ability to apply that knowledge to ensure goals are met.
- Ability to demonstrate sensitivity to the financial concerns and stress of students and their families and an aptitude for explaining complex financial information in ways that are easily understood and enhance the customer's experience.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to seek assistance or direction.
- Strong written, verbal and interpersonal skills and a gift for identifying information that should be escalated immediately.
- Proven customer service skills and enthusiasm for providing exceptional service to diverse populations including undergraduate and graduate students, parents, staff, faculty, et al.

- Excellent follow-up and follow-through skills, ensuring on time and accurate completion of short- and longer-term assignments.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Ability to use absolute discretion when dealing with sensitive, confidential materials, familiarity with FERPA a plus.
- Ability to quickly establish and maintain strong rapport with students, employees, external vendors and constituents throughout the university.
- Self-starter with high attention to detail who can work with minimal supervision.
- Ability to work both independently and collaboratively towards the optimum delivery of service to the customer.
- Software savvy (*primarily Microsoft Office, Word, PowerPoint, Access, Outlook and Excel, and the ability to quickly learn Queens-unique software*).
- Preference given to candidates with PowerFacts and Jenzabar software experience.
- Flexibility in work schedule to accommodate occasional evening and weekend hours.
- 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](mailto:hr@queens.edu) in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

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

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

**Applications received by February 4, 2022,** will receive first consideration. Queens will continue to accept applications until the position is filled.

### 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.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger.

Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

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, childbirth and conditions related to pregnancy or childbirth), 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.

## **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.

## **Physical Requirements** (*with or without reasonable accommodation*):

- *Eye-Hand Coordination*: Requires hand-eye coordination and manual dexterity sufficient to operate a computer keyboard, copier, calculator and other office equipment.
- *Talking*: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- *Repetitive Motion*: Movements frequently and regularly required using the wrists, hands, and/or fingers.
- *Average Hearing*: Able to hear average or normal conversations and receive ordinary information.
- *Average Visual Abilities*: Average, ordinary, visual acuity necessary including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

# QUEENS UNIVERSITY

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- *Physical Strength:* Will regularly be required to sit, use hands to finger, handle or feel objects, tools and controls reach with hands and arms. Must be able to stand, walk, stoop, kneel, or crouch. Must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 20 pounds.
- *Cognitive / Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions.

## **Work Conditions**

- Must be willing and able to work occasional evenings, and/or weekends to meet requirements of the position.
- Work in office environment, involving contact with prospective and current students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

*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.*