

Financial Aid Representative

This position is: OPEN

Job Number: 775 Posted: 12/20/2022 Revised: Location: St. Davids -- Posting Type: Staff

Position Summary

The Financial Aid Representative, reporting to the Director of Financial Aid, is the primary point of contact with the Financial Aid Office for all students whether in person, via telephone, email or postal mail. The Financial Aid Representative is responsible for answering telephones, greeting student/families, directing calls or students to appropriate parties for assistance if necessary, explain and apply Federal, State and University policy, troubleshooting problems with the student applications and the aid process. The Financial Aid Representative also oversees the daily processing of all documents submitted to the office through the use of a digital imaging system, distributes published material to students upon request, opens and distributes incoming mail and voicemail to the appropriate parties.

Responsibilities

Position Responsibilities

1. Provides all front office services and assistance to student customers.
2. Manages the flow of all documents received and ensures that these documents are accurately scanned into the digital imaging system in a timely manner. Ensures original documents are secured in the document holding area.
3. Advises students and families regarding financial aid questions and concerns, application questions, document processing and corrections.
4. Answers incoming calls and transfers calls to appropriate staff within departments as well as other University offices as warranted. Retrieves and returns voicemail messages.
5. Answers basic questions of students/families about Federal, State and University policies and procedure or refers same to appropriate staff for more detailed explanation or assistance. Distributes hand out materials to students and families.
6. Meets and counsels' students/families on issues relative to financial aid sources, outside scholarships and alternative financing options.
7. Responds to students' email questions and concerns within 1-2 business days.
8. Collects, sorts and distributes mail daily.
9. Assists with outgoing mail projects and other projects as time permits.
10. Handles specific inquiries of students/families as to the status of the Financial Aid.

11. Provides administrative support to staff of the Financial Aid Office as directed by the Director of Financial Aid.
12. Assists in all areas of undergraduate and graduate student financial aid issues.
13. Stays current on all federal, state and institutional financial aid regulations, policies and procedures governing the financial aid process.

Qualifications

This position requires a Bachelor's Degree in an appropriate field and preferably at least one-year of experience in a Financial Aid Office and a working knowledge of financial aid policies and procedures. Attention to detail, with an eye toward problem solving, an ability to work as a team player while able to work without supervision, and sensitivity to matters of confidentiality are required. Excellent written and oral communication skills are essential, as is an ability to relate well with current and prospective students, parents, and college personnel. It is essential that the incumbent exhibits an understanding of, and support for, the University's Christian mission.

The person in this position must be available, when required, to attend training, orientations, open houses, and workshops off-site.

About Eastern University

Eastern University is a Christian university of the arts and sciences that integrates faith, reason and justice for students in its undergraduate, graduate, Seminary, urban, professional and international programs. **Applicants should have a religious commitment compatible with its mission and be willing to support the mission and vision of the university.** The university complies with federal and state guidelines of nondiscrimination in employment; members of protected classes encouraged to apply.

Background Checks

Standard University employees are required to complete the background clearance process. Employment is contingent upon the successful results of an employment background screening. The employment background screening may include but is not limited to your consumer credit history (for positions that work with the university finances or alumni funds only), verification of education and professional credentials, criminal history, driving history, residency, immigration status, performance, references, and other qualities pertinent to your qualifications for the following position.

Youth Clearances are required for positions with direct contact with children and essential personnel positions. Employees working with or around minor age children are required to complete the youth clearance process which includes the following four child protection clearances:

- 1) Affidavit;
- 2) FBI Criminal Record Check;
- 3) Pennsylvania Department of Human Services Child Abuse History Clearance and;
- 4) Pennsylvania State Police Criminal Record Check.

In accordance with state laws, Act 73 of 2007, Act 153 of 2014, Act 168 (relating to the Child Protective Services Law), school employees of Eastern University who will have "direct contact with children" must complete the background check process prior to employment. Results must be submitted within ten days of receipt.

Description Disclaimer

This description is intended to describe the general level and nature of work performed by the person/people assigned to this position. It is not to be construed as an exhaustive list of duties and responsibilities of the person/people so assigned.