



**JOB TITLE:** Financial Aid Counselor  
**DEPARTMENT:** Student Financial Services  
**SUPERVISOR:** Director of Student Financial Services  
**FLSA STATUS:** Non-Exempt

**MAJOR PURPOSE:**

Provide assistance, counseling, and support to students and families in the process of applying for, determining eligibility for, and retaining financial aid, as well as maintaining necessary processing functions and reporting. This position will be 100% on campus during the training period. After the training period, this position will be at least 60% on campus.

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**ESSENTIAL FUNCTIONS:**

1. Provide accurate, effective, and efficient financial aid counseling to students and families through personal counseling sessions, public presentations, emails and follow-up communication.
  2. Conducts all required verification processes, contacting students and parents as needed for advising and interpretation.
  3. Be proficient in and strictly adhere to all Title IV Federal Financial Aid regulations, all applicable California state aid program regulations and all Institutional Aid policies while assembling financial aid packages.
  4. Work closely with faculty, coaches and other colleagues to coordinate their respective institutional aid programs.
  5. Coordinate and maintain the request and disbursement of all Title IV funds (Pell Grants, Stafford Loans, PLUS Loans) through WJU's Financial Aid Management System (and the COD website, if necessary) as well as private/alternative loans through ScholarNet.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATIONS:**

- Bachelor's degree, preferred

**REQUIRED KNOWLEDGE:**

- Working knowledge of Title IV Financial Aid programs and regulations
- Proficiency in Google Workspace (i.e. Drive, Sheets, Docs) and Microsoft Office Suite (i.e. Word, Excel, Power Point, Publisher) and Internet, et. al.
- At least one year of experience in financial aid, scholarships administration, higher education finance, or a related field. Additional experience with student services is preferred

**SKILLS/ABILITIES:**

- A consumer credit check is required - must not be in default on any personal student loans
- Strong written and oral communication skills; ability to work with and counsel diverse students and parents

- Strong organizational and management skills; knowledge of and ability to work with computer-supported system
- Capacity for high volume, high-pressure, detail-oriented production and confidentiality

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**WORKING ENVIRONMENT:**

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with Biblical principles. All employees of the University are expected to firmly support without reservations the William Jessup University doctrinal statement of personal Christian faith and Community Covenant and Chapters. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

**WORKING CONDITIONS:**

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors.

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**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:**

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 30 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

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Employee Signature

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Date