The Catholic University of America

Financial Aid Counselor (full-time, 35 hours/week)
Student Financial Assistance
Position 101662

Position Summary: The Office of Student Financial Assistance is responsible for counseling students and parents on their options for making a CUA education affordable and for aiding in the university's recruitment and retention efforts. The incumbent is responsible for the overall program administration of one or more institutional, federal, state, or private aid programs or processes. He/she manages a predefined case load of undergraduate and graduate financial aid applicants and ensures that the information provided to students is in compliance with Federal, State and university policies and regulations.

Counsels students/families on the availability and types of financial aid, eligibility, application procedures, the aid delivery process, cost and the requirements necessary to insure that financial aid funds are disbursed. Works as part of the Office of Student Financial Assistance team to meet objectives and to achieve long-range goals within the FA budget. Prepare reports as necessary.

Essential Responsibilities Include: Responsible for the overall administration of one or more institutional, state, federal, or private aid programs or processes. Reviews existing policies and procedures for area(s) of responsibility to assure compliance with relevant regulations and, when appropriate, proposes recommendations for policy changes and procedural improvements. Manage processing of a predefined case load of undergraduate and graduate financial aid applicants; inclusive of scholarship applications, student and parent loans, and other financial aid-related processes. Advise and counsel undergraduate and graduate students/families on the availability and types of financial aid, eligibility, application procedures, the aid delivery process, cost and the requirements necessary to insure that financial aid funds are transferred to student accounts. Perform duties of Counselor on Call during assigned timeframes.

Review student applications and financial documentation and perform verification procedures. Evaluates unusual/mitigating circumstances documentation or appeal information provided by the student and or parent; exercises professional judgment by making adjustment or revisions to cost, contributions, need or dependency status, SAP status, as exceptions to the prescribed process/policy. Answers financial aid questions, inquiries or requests from students, parents, or guardians in person or in writing. Collects and/or analyzes financial data on students to determine aid eligibility and make awards according to federal, state, donor and/or institutional guidelines.

Analyze various system generated reports such as Enrollment Credit Audit, Authorization and Disbursement report, and the Over-award Audit, to verify continued compliance and eligibility of students receiving aid under federal, state and institutional guidelines; notifies students of changes in eligibility of awards and alternatives to amend situation.

Minimum Qualifications: Bachelor's degree and a minimum of one (1) year of experience (student work, work study or internship experience included) in a higher education setting, preferably in financial aid or college admissions. In lieu of Bachelor's degree, a high school diploma/G.E.D. equivalent and four (4) years of experience in a financial aid office will be considered. Experience must include work with a student population. Must be flexible to work hours outside standard 9-5 work hours.

Strong interpersonal, excellent verbal and written communication and organizational skills, detailed oriented, ability to interface with individuals at varying levels and handling sensitive issues. Must have a high level of analytical and problem solving skills. Must be able to multi-task. The ability to drive a campus or non-campus vehicle on behalf of university business.

Possession of current and valid U.S. driver's license appropriate to the type of university vehicle and an acceptable Motor Vehicle Driving Record (MVR) as stipulated in the Vehicle Guidelines and Procedures Manual administered through the office of Environmental Health and Safety. Annual clearance of MVR check through the Office of Environmental Health and Safety.
Preferred Qualifications: Working knowledge of Title IV regulations and federal financial aid needs analysis is strongly preferred. Working knowledge of COD, EdConnect, NSLDS is preferred. Experience with public speaking to include presentations is preferred. Experience at a selective institution is preferred.

How to apply: forward resume, cover letter and salary requirements (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 101662 in subject line of email. Position is open until filled.

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