

Financial Aid Operations Counselor

Posting Details

Posting Details

Position Number:	102519
Title:	Counselor
Functional Title:	Financial Aid Operations Counselor
Category Status:	33-Exempt Regular
Applicant Search Category:	Staff
University Authorized FTE:	1.000
Unit:	SVPAAP-EM-Enrollment Operations

Campus/College Information: Founded in 1856, University of Maryland, College Park is the state's flagship institution. Our 1,250-acre College Park campus is just minutes away from Washington, D.C., and the nexus of the nation's legislative, executive, and judicial centers of power. This unique proximity to business and technology leaders, federal departments and agencies, and a myriad of research entities, embassies, think tanks, cultural centers, and non-profit organizations is simply unparalleled. Synergistic opportunities for our faculty and students abound and are virtually limitless in the nation's capital and surrounding areas. The University is committed to attracting and retaining outstanding and diverse faculty and staff that will enhance our stature of preeminence in our three missions of teaching, scholarship, and full engagement in our community, the state of Maryland, and in the world.

Background Checks Offers of employment are contingent on completion of a background check. Information reported by the background check will not automatically disqualify you from employment.

Position Summary/Purpose of Position: The Office of Student Financial Aid (OSFA) seeks a Financial Aid Counselor in our Operations unit, who under general supervision, will work independently to perform financial aid counseling and administration to support students and staff on financial aid.

The Financial Aid Counselor will assist with the following important tasks:

- Provide consistent and high-quality customer service to students and families on the Free Application for Federal Student Aid (FAFSA) and their financial aid options at the University of Maryland.
- Support with the administration of the FAFSA and financial aid programs which includes but is not limited to conducting financial need analysis, aid offer, re-consideration of aid, review of the cost of attendance, verification, loan processing, review of Satisfactory Progress Policy and Return to Title IV (R2T4).
- Use financial aid systems, websites, and data reports for financial aid processing.
- Collaborate with OSFA, Enrollment Management (EM), and other campus partners about financial aid and OSFA projects/services.
- Represent OSFA on financial aid matters for OSFA/EM student events as needed.

Benefits Summary **Top Benefits and Perks:**
[Exempt Benefits Summary](#)

Minimum Qualifications: **Education:**
 Bachelor's degree required.

Experience:

- Minimum of 1 year of financial aid experience
- Minimum of 1 year experience with customer service

Knowledge, Skills, and Abilities:

- Working knowledge of the Free Application for Federal Student Aid (FAFSA) and federal financial aid programs.
- Ability to interpret and analyze federal, state, and institutional policies
- Ability to have attention to detail.
- Ability to think critically and problem-solve through customer service issues
- Ability to communicate effectively orally and in writing
- Ability to handle sensitive and confidential information
- Ability to organize and prioritize multiple tasks under specific time constraints
- Ability to work independently as well as in a team environment
- Ability to work with computer systems and review data reports.

Preferences:**Preferences:**

- Professional work experience in higher education
- Working knowledge of state (Maryland Higher Education Commission) financial aid programs and policies.
- Financial aid experience in processing federal & private loans, verification, Pell Grant, Satisfactory Progress (SAP), Return to Title IV (R2T4) etc.
- Working knowledge and ability to use the Federal Student Aid (FSA) website (FSA Partner Connect).
- Experience with financial aid systems, automated data processing systems and report reviews.

Additional Certifications:**Additional Information:**

This position does not provide sponsorship for visa. Salary range is \$52,000-\$65,000.

Job Risks

Not Applicable to This Position

Physical Demands

Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and carry small parcels, packages and other items, to walk short distances, and drive a vehicle to deliver and pick up materials.

Posting Date:

01/23/2024

Closing Date:**Open Until Filled**

Yes

Best Consideration Date

02/21/2024

Diversity Statement:

The University of Maryland, College Park, an equal opportunity/affirmative action employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.

Applicant Documents

Required Documents

1. Resume
2. Cover Letter
3. List of References (no emails sent from system)

Optional Documents

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about this position?

- LinkedIn
- UMD Job Site
- Personal Referral
- Washington Post
- Baltimore Sun
- Local Publication
- Chronicle of Higher Education
- Inside Higher Education
- INDEED
- HERC
- Hispanic Outlook
- Diverse Jobs
- HigherEdJobs
- Professional Journal
- Listserv
- Other
- SimplyHired
- CareerBliss
- Job Fairs
- Monster.Com
- Craigslist
- UMD Job Fair
- CareerBuilder