



**Position Title:** Financial Aid Advisor  
**Reports To:** Campus Dean and Financial Aid Officer  
**Classification:** Non-Exempt  
**WC Code:** 8868  
**Position Type:** Fifth Level Administrator

**Position Overview:** The Financial Aid Advisor provides excellent customer service and guidance to financial aid applicants and their families throughout the financial aid application process and determines eligibility within the parameters of institutional, state and federal requirements.

**Key Responsibilities:**

1. **Communication Management:** Respond promptly to daily communications via email and voicemail, addressing inquiries promptly and professionally.
2. **Policy Adherence and Ethical Compliance:** Ensure strict adherence to the University's mission, policies, procedures, ethical standards, compliance with data protection regulations and pertinent legal regulations in all aspects of admission activities.
3. **University Engagement:** Participate in Commencement Exercises, new student orientation, university events, committees, self-studies, and University Commencement Ceremonies.
4. **Special Projects:** Execute special projects assigned by the President or supervisor.
5. **Compliance Adherence:** Ensure compliance with Title IX of the Education Amendments Act of 1972, as well as FNU Policies, Procedures, Rules, and Regulation, the FNU Code of Ethics, Family Educational Rights and Privacy Act (FERPA), Florida Information Protection Act of 2014 (FIPA), the EU General Data Protection Regulation (GDPR), and all other applicable federal, state, and local laws, rules, and regulations.
6. **Assigned Duties:** Undertake other assigned duties as required.

**Position Responsibilities:**

1. Provides advice throughout the financial aid process to prospective, new, and current students and their families.
  - a. Ensures students and their families receive the best possible student-focused support and service.
2. Must have a thorough knowledge of available types of financial aid, scholarships, and general student eligibility criteria.
3. Exercises independent judgment in the management of operational details of financial aid process including but not limited to:
  - a. Reviews incoming financial aid application and any supporting documentation needed to determine the accuracy of the financial and household information reported on the FAFSA. This requires knowledge of not only federal financial aid regulations but IRS tax laws relate to federal student financial aid.
  - b. Completes assigned duties with a high degree of accuracy to ensure compliance while experiencing multiple interruptions.

- c. Exercises great attention to detail when completing assignments as error in judgment or calculations could result in unintended consequences for the student and/or the institution such as under or over funding of a student, loss of student eligibility, audit findings, fines, damage to school's reputation or loss of institutional eligibility.
  - d. Has the authority to recalculate and make adjustments to financial aid awards when student's eligibility changes.
4. Maintains knowledge of policies of other departments (admission, registrar, student account, etc.) and understand the impact of them on a student's financial aid eligibility.
  5. Must utilize conflict resolution skill set to pacify disgruntled students and parents, helping them to understand the situation and identify potential solutions to issues.
  6. Maintains student confidentiality in accordance with FERPA regulations.
  7. Attends and completes financial aid webinars, courses, conferences assigned by the FA Director/Assistant/Officer.
  8. Keeps up to date with the FSA handbook; electronic announcements, and Dear Colleagues letters at IFAP website.
    - a. Reads, interprets, and ensures compliance with federal and state regulations, deadlines, and school policies as they apply to federal, state, and institutional student aid.
  9. Attends and participates in the Financial Aid Annual Meeting.

**Department of Defense Responsibilities:**

1. Guide service member students through the federal funds application process, ensuring a clear understanding of FAFSA procedures and eligibility criteria.
2. Provide comprehensive financial counseling to address budgetary constraints, exploring options beyond military benefits to support the student's educational journey.
3. Stay abreast of changes in military educational policies, ensuring institutional compliance with relevant regulations affecting active-duty students.
4. Develop workshops aimed at empowering military students to navigate and maximize non-traditional financial aid, such as military benefits (e.g., GI Bill, Tuition Assistance).
5. Offer support in optimizing benefit utilization in conjunction with other financial aid options, addressing individual budgetary constraints.

**Requirements:**

- High School - associate degree preferred.
- Financial Aid experience
- English / Spanish

**Key Competencies**

- Numerical, literacy, organization, and planning skills
- Work management and prioritizing skills
- Verbal and written communication skills
- Problem solving ability, attention to detail.
- Accuracy, flexibility, reliability, teamwork

**Schedule:**

- Monday - Thursday: 2 days from 8:00am to 5:00pm and 2 days from 12:00pm to 9:00pm
- \*Fridays alternate (*campus closes at 7pm*) (8:00am to 5:00pm or 10:00am to 7:00pm)

**Job Type**

Full-time

**Benefits:**

- Health insurance (medical, dental, vision)
- Paid Time Off
- Tuition waiver
- Tuition reimbursement
- 401(k)
- 401(k) matching
- Life insurance

**Working Conditions**

General office working conditions. The noise level is at normal office capacity.

**Physical Demands**

The physical demands described here are representative of those that must be met by employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

While performing the duties of this job, the employee may be required to frequently and for extended periods of time, sit; stand; walk; use hands to handle and feel objects; reach with hands and arms; climb stairs. This position requires the ability to see, hear, and operate a computer keyboard and standard office equipment. The employee must lift and/or move up to (10) pounds and occasionally lift and or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust to focus. The employee must travel to other campuses, as needed and/or required.

**Safety Hazard of the Job**

Minimal Hazards.

**Note:** The use of computers and University resources is limited for school business purpose. Installation of any software is prohibited.

This job description is intended to describe the general nature and level of work being performed by individuals assigned to this position. It is not intended to be construed as an exhaustive list of all tasks, duties, skills and/or responsibilities always required for this position in each Campus. Tasks, duties, skills and/or responsibilities may vary from individual to individual, campus to campus and over time, depending upon various factors. These are general guidelines for this job position.

**Notification to candidates:**

<http://www.fnu.edu/wp-content/uploads/2022/06/FNU-Drug-and-Alcohol-Prevention-Program.pdf>

**To apply for this position please click on the link below:**

<https://workforcenow.adp.com/jobs/apply/posting.html?client=fnuedu>

**Revised:** February 2024