



Position Description

Position Title: Financial Aid Specialist
Department: Financial Aid
Reports to: Director of Financial Aid
FLSA Status: Non-Exempt
Revised: Oct 2024

Job Summary: As a member of the financial aid office team, the Specialist supports the processing of financial for traditional undergraduate and graduate students. This role collaborates with all team members in maintaining the financial aid workflow, which helps achieve the WLC's ministry goal of reaching and serving students who seek a Bible-based, servant leadership-driven education.

Primary Responsibilities:

- Serves as the primary resource, developer, and communicator regarding all aspects of financial aid processing for a portion of the client base
- Develops packages and awards financial aid to students to ensure compliance with FAFSA, other governmental regulations, and scholarship requirements
- Coordinates with the Office of Admissions with its communications and processes
- Supports overall WLC financial aid processing workflow
- Conducts group information sessions and financial aid presentations as needed
- Provides outstanding and timely customer service to all students and families accessing financial aid
- Maintains knowledge of federal and institutional financial aid regulations and requirements to ensure legal, fair, and consistent administration of federal, state, and institutional financial aid funds
- Assists in the preparation of statistical data and survey reports
- Meet, advise, and explain aid packages to undergraduate students and families as they make decisions about college planning and financing
- Performs other related duties as assigned

Knowledge, Skills, and Abilities

- Excellent organizational and communication skills; proven verbal, written and presentation skills; and the ability to communicate effectively with a variety of audiences that include internal and external partners such as students, faculty, staff, and administration using judgment and professionalism in each situation
- Ability to build constructive working relationships and function collaboratively and cooperatively as a member of a team to support and contribute to WLC's success
- Goal-driven with the desire to work in a fast-paced team environment and manage multiple responsibilities
- Demonstrate the ability to use a personal computer and various software packages such as Microsoft Office, Zoom, and enterprise data systems or other specialized software

Key Requirements

- Bachelor's degree and a minimum of two years of financial aid experience or an equivalent combination of education, training, & related experience.
- Demonstrated empathetic customer service and ability to handle confidential matters with discretion
- Attention to detail
- Demonstrated ability to work independently and be able to analyze and synthesize information
- Proved ability to set work priorities and manage multiple projects simultaneously while meeting deadlines
- Ability to lift 15 lbs. on occasion
- Position performs in an office setting with minimal background noise and a sedentary work environment
- Occasional evening or weekend work is required