



Position Description

Position Title: Financial Aid Specialist
Department: Financial Aid
Reports to: Director of Financial Aid
FLSA Status: Exempt
Revised: May 2022

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

Primary Responsibilities:

- Serve 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 assure compliance with FAFSA, other governmental regulations and scholarship requirements
- Coordinates with the Office of Admissions in its communications and processes
- Support 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
- Maintain 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
- Assist in preparation of statistical data and survey reports
- Meet with, advise and explain aid packages to undergraduate students and families as they make decisions about college planning and financing
- Perform 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 the college's success.
- Goal driven with the desire to work in a fast-paced team environment and manage multiple responsibilities
- Demonstrated 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 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 up to 15 lbs. on occasion
- Position performs in an office setting with minimal background noise and sedentary work environment
- Occasional evening or weekend work is required