



**Financial Aid Counselor
Position Description**

TITLE: Financial Aid Counselor

DIVISION/DEPARTMENT: Enrollment Management / Financial Aid

REPORTS TO: Director of Financial Aid

FLSA STATUS: Full-time Regular, Exempt

**DOES POSITON
SUPERVISE OTHERS:** Yes – Students / Volunteer Staff

ABOUT SILVER LAKE COLLEGE OF THE HOLY FAMILY: The College is a Catholic, liberal arts-based, co-educational institution sponsored by the Franciscan Sisters of Christian Charity who founded the College in 1935 and continue to be an integral part of its life and mission. The College is located on the shores of Silver Lake and minutes from the sandy beaches of Lake Michigan. The College is a highly respected and active member of the Lakeshore community. Located in Manitowoc, WI, Silver Lake College of the Holy Family currently enrolls approximately 500 students, including traditional undergraduate students, graduate students, and adult learners. Undergraduate academic programs are offered in 45+ areas of study which feature a quality liberal arts education integrated with professional preparation. Graduate degrees are conferred in Education, Leadership and Organizational Development, and Music – Kodály Emphasis. The organizational culture intentionally focuses on the values that are consistent with the College’s Franciscan influence including genuine care, respect and compassion for others, the community, and all creation. The campus climate is serene, also consistent with the peacemaking organizational value, but don’t confuse that with the level of engagement present among all members of the community. Silver Lake College of the Holy Family is a small community, but large in vision and future. Programs like SLC Works, undergraduate student learning communities, and the many other student-centric initiatives focus on impacting the success of our students. Recently hired employees consistently mention the energy and excitement that is present at the College, and the genuineness of character among, staff, students and faculty. Silver Lake College of the Holy Family believes that diversity is integral to the educational and developmental experience of all learners. As a college community, we strive to be inclusive, recognizing and valuing opportunities to integrate dimensions of diversity in broadening our interpretation and understanding of humanity. We respect and uphold the many facets of human identity in helping support and strengthen our college mission, vision and values.

PRIMARY PURPOSE: The Financial Aid Counselor is an integral component of the Silver Lake College of the Holy Family’s Financial Aid team and requires a data-driven, personable individual who is committed

to attention to detail and follow-up with candidates / students and their families. This individual must ensure compliance with all federal, state, and guarantor agency rules and regulations pertinent to the administration of financial aid.

DISTINGUISHING CHARACTERISTICS: The Financial Aid Counselor has major responsibility for processing all incoming and outgoing student financial aid information. This individual assumes primary responsibility for assessing results and making recommendations of financial literacy plans to the Director of Financial Aid. The Financial Aid Counselor must be able to creatively use available resources to plan and coordinate communications with prospective and current students and their families.

WORK SCHEDULE: Employed for a 12 month basis with a standard work week or as identified in the most recent revisions of the Human Resources Employee Handbook or as determined by immediate supervisor. Some night and weekend hours will be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Note that all functions described below must be performed, and it is normally the responsibility of the individual in this position to perform them and/or see that they are performed. Functions are categorized as essential and marginal so that consideration can be given to accommodating a person with a disability by reassigning one or more marginal functions if it is practical for such function(s) to be performed by other employee(s).

ESSENTIAL FUNCTIONS:

1. Import and process all incoming FAFSA data from the federal processor.
2. Track documents needed for packaging and reviewing applications for financial aid.
3. Prepare materials for financial aid awarding and reviewing.
4. Prepare and mail all communications related to awarding process or record review.
5. Perform State grant reporting, vouchering and reconciliation procedures.
6. Review student Direct Loan document submissions, originate loans and process loan disbursement flags.
7. Originate and process Pell Grant disbursement flags.
8. Implement a comprehensive financial literacy plan, in collaboration with the Director of Financial Aid.
9. Train and supervise student employees, in collaboration with the Director of Financial Aid.
10. Maintain and update the content regarding student candidates within the student information system (SIS) of Jenzabar EX and PowerFacts.
11. Preparing student financial aid packages and awards, in collaboration with the Director of Financial Aid.
12. Ensure all new students complete a FAFSA prior to the start of the academic year, in collaboration with the Director of Financial Aid.
13. Ensure all returning students complete a FAFSA prior to leaving for the summer, in collaboration with the Director of Financial Aid.
14. Perform other duties and tasks as assigned which contribute to achieving the goals of the Department of Financial Aid in particular, and the College in general.

MARGINAL FUNCTIONS:

1. Perform routine office functions such as filing and copying.

2. Participate in logistical activities such as delivering materials to and picking up materials from the campus print shop and mailroom, storage areas, vendor facilities and other locations.

RECOMMENDED SKILLS/COMPETENCIES:

1. Clear commitment to and understanding of the mission of a comprehensive college with a liberal arts and professional focus with a substantial student-athlete population. Commitment to an environment that nurtures cooperation, diversity, academic excellence and a vibrant campus life.
2. Commitment to the highest ethical and professional standards.
3. Ability to communicate both orally and in writing, in a manner consistent with professional standards, including making oral presentations to groups and contributing to the development of high quality written materials which reflect positively on the College.
4. Ability to consistently demonstrate excellent interpersonal skills in dealing with persons both internal and external to the College, both on the telephone and in person. In particular, the ability to relate in a caring manner to students and families from a broad range of backgrounds, both in group situations and individually, and to effectively advise students and mediate disputes, some of which will be emotionally-charged.
5. The ability to remain calm in crisis situations, to act decisively, and to apply sound judgment in determining appropriate action regarding interventions, assistance and referral of students to other College staff members.
6. Ability to hire, train, supervise and evaluate student workers and volunteer staff.
7. Experience establishing collaborative working relationships with faculty, staff, students, and outside constituent groups.
8. Ability to prioritize and deal with several tasks concurrently, while maintaining flexibility, high energy, creativity, and attention to detail.
9. Ability to quickly and easily get to know many students and the ability to work alternative hours when student issues or programs require it.
10. Ability to work effectively as a member of a staff where cooperation and teamwork are essential.
11. Knowledge of the organization and operation of the College, both administratively and academically, especially regarding those activities directly related to student athletes.
12. Ability to use new technologies to accomplish departmental goals.

EDUCATION:

1. Bachelor's degree from an accredited college required.

ADDITIONAL EMPLOYMENT REQUIREMENT:

1. Must have successful completion of criminal background record and reference checks.

APPLICATION INSTRUCTIONS:

Applicants are asked to submit a cover letter, resume and three professional references to human.resources@sl.edu. While we appreciate every applicant's interest, only those under consideration will be contacted. Silver Lake College of the Holy Family is an Equal Opportunity Employer.

