



# WEST VIRGINIA STATE UNIVERSITY

## **Financial Aid Counselor Office of Student Financial Services**

### **West Virginia State University:**

West Virginia State University (WVSU) is a public-land grant institution, which was founded in 1891 as a Historically Black College and University (HBCU), and has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 3,500 students. The University is a community of students, staff, and faculty committed to innovative teaching and learning, research and service that offers 23 undergraduate and seven graduate degrees through its four colleges, and competes in athletics at the NCAA Division II level in five men's sports and six women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

### **Position Description**

The successful applicant reports to the Associate Director of Student Financial Assistance. The Financial Aid Counselor is responsible for supporting the day-to-day operations of the Office of Financial Aid and providing excellent customer service to a diverse population of students. The person employed in this position will: have excellent communication and organizational skills; be knowledgeable of, and proficient with common PC software applications (e.g., Word, Excel, PowerPoint, etc.) and other computer software and related computer and Internet technologies; be able to comprehend, interpret, and apply federal and state regulations and institutional policies related to financial aid; be able to regularly exercise professional judgment while ensuring confidentiality.

### **Responsibilities for the Financial Aid Counselor**

- Maintain knowledge of federal and state regulations, and university policies related to financial aid programs to ensure the proper processing and documentation of awards.
- Assist with the management of electronic processing, originating, and transmitting Federal Funds records to COD, use of Ellucian Banner 9 Software.
- Process financial aid; including file review, needs analysis, return of funds, professional judgement and financial aid packaging.
- Assist students and their families with the completion of the Free Application for Federal Student Aid, West Virginia scholarship applications and institutional scholarship applications.

- Provide financial aid counseling to students and their families regarding application procedures and eligibility requirements for student aid programs.
- Assist students and their families with the completion of application forms to include management and budgeting practices as appropriate.
- Represent the Office of Student Financial Assistance at various internal and external student recruitment functions, financial aid information sessions, orientation programs, high school nights, and special events.
- Participate in the formulation of student aid policies, procedures, and operations.
- Review awards to ensure compliance to government rules and regulations looking for over-awards as well as under-awards.
- Must be able to problem solve and utilize the resources available to resolve issues related to student's financial aid.
- Provide administrative support for analytical studies in fund utilization, student applicant trends, and future computer programming needs.
- Programmatic responsibilities for particular area of financial aid awarding.
- Accurately performs verification of federal financial aid application data in accordance with federal regulations.
- Reconciliation of state grant and scholarship programs.
- Responsible for social media platforms, assisting with marketing materials and financial aid communications.
- Perform other related duties as required.

### **Requirements for the Financial Aid Counselor**

- Bachelor's degree or any equivalent combination of experience, training, and education working in financial aid or with financial aid programs.
- Customer service experience in higher education preferred.
- Knowledge of and skill in automated processing of financial aid.
- Knowledge of government, state and institutional rules, regulations, guidelines, and procedures for awarding of financial aid.
- Excellent interpersonal and communication skills, a demonstrated ability to work with a diverse client population, and commitment to continuous quality improvement and customer services.
- Demonstrated ability to collect and analyze data and to use independent judgment where appropriate.
- Ability to spend extended periods of productive time conducting business on the telephone and/or utilizing a computer keyboard while viewing the computer screen.

### **Salary Statement**

Salary will be commensurate

**To Apply:**

This position will remain open until filled. However, first consideration will be given to applicants who submit a resume, cover letter, copies of academic transcripts, and the names and email addresses or phone numbers of three professional references by December 19, 2022. All requested information must be submitted for your application to be considered.

Please submit application materials via email to [jobs@wvstateu.edu](mailto:jobs@wvstateu.edu) or mail to:

West Virginia State University  
Department of Human Resources  
PO Box 368 / 324 Ferrell Hall  
Institute, WV 25112

**West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.**

**West Virginia State University is an Equal Opportunity/Affirmative Action institution. No person shall be denied admission to educational programs, activities or employment on the basis of any legally protected status, or be subjected to prohibited discrimination involving, but not limited to, such factors as race, color, creed, religion, national or ethnic origin, marital status, citizenship, sex, sexual orientation, gender identity or expression, age, disability, or protected veteran status. West Virginia State University is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation to participate in the job application or interview process, contact, please contact the Disability and Accessibility Resources unit at 304-766-3083 or [ada@wvstateu.edu](mailto:ada@wvstateu.edu).**