



WEST VIRGINIA STATE UNIVERSITY

Financial Aid Counselor and Scholarship Coordinator Institute, West Virginia

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 24 undergraduate, seven graduate, and one doctorate 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 Financial Aid and Scholarships. 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

- 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.
- Maintain knowledge of federal and state regulations, and university policies related to financial aid programs to ensure the proper processing and documentation of awards.
- Process financial aid; including file review, needs analysis, return of funds, professional judgement and financial aid packaging.

- Oversee, maintain and reconcile institutional scholarship awards and funding.
- Oversee, maintain and reconcile athletic scholarship awards and funding.
- Provide oversight and supervision of WVSU Foundation scholarship programs by reviewing, approving and reconciling awards.
- Oversee and maintain third party funding by reviewing and approving awards and amounts.
- Review awards to ensure compliance to government rules and regulations looking for over-awards as well as under-awards.
- Execute problem solving skills as needed and utilize the resources available to resolve issues related to financial aid.
- Represent the Office of Student Financial Aid at various internal and external student recruitment functions, financial aid information sessions, orientation programs, high school nights, and special events.
- Responsible for social media platforms, assisting with marketing materials and financial aid communications.
- Responsible for general office duties such as telephone calls, emails and student file maintenance.
- Perform other related duties as required.

Requirements

- Bachelor's degree or any equivalent combination of experience, training, and education.
- Customer service experience in higher education preferred.
- Experience with government, state and institutional rules, regulations, and procedures.
- 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.

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 **August 25, 2025**. All requested information must be submitted for your application to be considered.

Please submit application materials via email to 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.