



WEST VIRGINIA STATE UNIVERSITY

Financial Aid Counselor Institute, West Virginia

West Virginia State University

Founded in 1891, West Virginia State University (WVSU) is a public-land grant institution, which was originally founded as a historically black university, but which has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 2,600 students. WVSU offers 23 undergraduate and 6 graduate degrees, along with one doctoral degree. WVSU competes in athletics at the NCAA Division II level in 7 men's sports and 8 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 200,000 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 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 Scholarships 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 Aid and Scholarships 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 areas 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.
- Customer service experience in higher education preferred.
- Experience with government, state and institutional rules, regulations, guidelines, 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.
- 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 experience.

Benefits of Full-Time Employment

West Virginia State University offers a comprehensive benefits package designed to support the health, financial security, and work-life balance of its employees. Benefits include employer-sponsored health insurance through PEIA with prescription coverage, access to wellness programs, and the option to enroll in dental, vision, hearing, and other supplemental insurance plans. Employees may also participate in health savings accounts and flexible spending accounts.

The university provides employer-paid basic life insurance and offers optional additional coverage. Retirement benefits are provided through the TIAA retirement plan with a **6% employer match for employees contributing 6% of their salary.**

Full-time employees accrue **two days of annual leave and one and a half days of sick leave per month**, along with eligibility for family medical leave, military leave, workers' compensation, and unemployment coverage. Additional benefits include educational assistance opportunities, access to the university's Employee Assistance Program, and other university amenities.

To Apply:

First consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references by October 30, 2026. The position will remain open until filled. 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
P. O. Box 1000, 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 employer committed to providing access, equal opportunity, and reasonable accommodation in employment and in its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, or disability. Individuals who require reasonable accommodation to participate in the job application or interview process should contact the Disability and Accessibility Resources unit at 304-766-3083 or ada@wvstateu.edu

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