Job Classification Specification

Student Finance Counselor 3

Position Summary

Third level student finance services professional leads the development and operations of assigned student finance programs.

Requires in-depth knowledge and experience. Solves complex problems; takes a new perspective using existing solutions. Works independently; receives minimal guidance. Acts as a resource for colleagues with less experience. Likely to act as an informal resource for colleagues with less experience. Represents the level at which career may stabilize for many years or even until retirement.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Manages large and complex student finance program and related services.

Serves as functional expert for the Office of Financial Aid, One Stop and other University Offices and staff on aid eligibility, loan options, debt management, and in-depth program-specific issues.

Interprets and implements financial aid policies, procedures and regulations for assigned student finance programs. Identifies and resolve issues associated with Financial Aid services.

Establishes procedures and best practices to ensure the integrity of student finance programs and the compliance with University, state, federal, and outside agency financial aid rules and regulations.

Leads projects to analyze and review program process and improvement opportunities. Manages project staff and resources.
Operational Role

Puts into effect what is required by defined job duties and clear objectives following established procedures and protocols; can alter the order in which work is performed but usually not the expected end result which can be improved, but not qualitatively changed.

Scope of Measurable Impact

Actions tend to facilitate work outcomes that meet general reporting requirements, internal checks and balances, regulatory guidelines, or similar results that promote the welfare of students, faculty and staff and safeguard the institution by providing necessary inputs to others in the form of information or finished materials.

Independence and Decision-Making

Actions tend to be guided by schedules, due dates, and clear deliverables -- supervision only generally occurs when there are repeat problems or missed deadlines.

Complexity and Problem Solving

Issues are varied; problems tend to be technical in nature and are solvable through deep technical know-how and imaginative workarounds.

Required Qualifications

BA/BS plus at least 4 years of related experience; often the senior-most individual contributor in a department to whom other more junior employees go to for technical guidance.

Effective TBD