

Duke University School of Nursing

Job Description

HR Title: Financial Aid Officer II

Working Title: Senior Financial Aid Counselor

Job Code: 3852

Job Level: 11

Updated May 2015

General

As a vital member of a team responsible for the recruitment of students to the Duke University School of Nursing (DUSON), the Senior Financial Aid Counselor provides exceptional, individualized customer service to prospective and current students by helping them identify financial aid products that will best meet their needs. The Counselor: guides students through the financial aid selection and application process; processes financial aid applications and requests in a timely and accurate manner, ensuring compliance with all applicable regulations, laws, and Duke and DUSON policies; and participates in the student recruitment process by doing all possible to help make a DUSON education affordable through financial aid programs and products for those who qualify for admission and want to attend.

Supervisor

This position reports to the Assistant Director of Financial Aid

Essential Duties

1. Propose improvements for review and approval by supervisor to materials, webpages, and communications that help students and prospects understand the financial aid products that are available to them.
2. Provide financial aid advice and counsel to students, prospects, and (in some cases) their parents. Be available during service hours to answer student and prospect questions, and to guide them through the financial aid process in a way that is perceived by the student or prospect as taking an individualized approach to service that is customized to meet their unique needs. Respond to telephone messages, email, and web inquiries the same day received. If a message is received near the end of a day, respond as a priority the next business morning.
3. Remain informed of all applicable laws, regulations and policies related to the administration of financial aid.
4. Remain informed about all possible financial aid programs, including programs that are unique to Duke/DUSON, to ensure that student and prospect needs are met.
5. Receive financial aid application documents submitted by applicants. Analyze financial information submitted utilizing established federal, University, and DUSON standards and guidelines to determine financial needs; select candidates and determine type and amount of financial aid to be awarded within the parameters provided.
6. Assist students and prospects in making application for federal funds for government loan programs; administer rules and regulations set forth by the federal government concerning government funds;. Ensure applications received are processed within established deadlines.
7. Assist in the preparation of student financial assistance policy recommendations for Duke University and/or DUSON.
8. Maintain liaison with the Bursar's office, ensuring that scholarship and loan funds are disbursed correctly and approving student refunds where applicable. Work with the Bursar's office regarding students with past due balances, reviewing student awards and reaching out to students where appropriate.
9. Participate in the administration of assigned financial aid programs such as the federal work study program and federal and institutional loan programs; maintain contact with University payroll clerks, graduate and professional school student aid coordinators and various other University and external

individuals to assist in carrying out program activities; implement new initiatives within assigned program area as appropriate with guidance from supervisor.

10. Prepare detailed reports and compile information concerning financial aid and assigned programs as requested by the federal government and University officials.
11. Perform responsibilities in the most efficient way possible, identifying opportunities for streamlining of processes within established parameters, while ensuring that a student and prospect service needs are met.
12. Meet with students regarding budgeting, debt management, the federal and private student loan programs, and billing and payment information.
13. Certify private loans with customized disbursements for students. Work closely with the Student Loan Office to make sure that the loans disburse correctly.
14. Ensure that financial aid section of DUSON's website communicates information that is accurate and displayed in a user-friendly way for prospective and current students, and that other relevant financial aid materials are up to date. Assess website format/layout and functionality on an annual basis, soliciting feedback from students and other constituents as necessary.
15. Oversee outside scholarship database, identifying and posting new scholarship opportunities and ensuring that existing scholarship opportunities are updated as needed.
16. Manage financial aid presentations, working with the Office of Admissions and Student Services and other offices as necessary to coordinate the date, time, availability, and presenter for information sessions, webinars orientation, and interview days. Review and update power point slides as needed. Conduct information and orientation sessions for current and prospective students.
17. Administer state funding programs. Liaison with College Foundation of North Carolina to keep up to date on state funding options, eligibility requirements, and deadlines. Verify state funding eligibility, certify enrollment, and verify program information and graduation dates. Award state forgivable loan funds. Work with the Student Loan office to ensure funds are disbursed accurately to student accounts. Perform other related duties incidental to the work described herein. The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Requirements

Work requires analytical and communication skills as well as familiarity with the academic setting generally acquired through completion of a bachelor's degree program. At least two years of student-focused higher education experience preferred.

Some conference travel may be required.