



JOB DESCRIPTION:	Financial Aid Counselor – Federal Loan and Grant Specialist		
DEPARTMENT:	Financial Aid		
REPORT TO:	Director – Financial Aid		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#413110	DATE APPROVED:	09-JUN-2025
		DATE MODIFIED:	

SUMMARY: Provides support and guidance as a student’s single point of contact for all matters related to financial aid opportunities, including but not limited to federal grants, loans work study, and state, institutional and private scholarships. Follows federal and state regulations and WNMU policies and procedures in the review and analysis of financial aid applications. Effectively presents federal, state and scholarship aid information to individuals, small or large groups, such as but not limited to workshops/orientations. Primarily responsible for federal grants, direct student and parent loan programs, alternative and graduate loans.

DUTIES:

1. Responds to a high volume of requests for information from agencies, prospective students, current students and their families via email, phone, or in person in a clear and timely manner.
2. Acts as an advisor to students, potential students and families, enforces regulations and policies, serves on appeal committee, creates academic plans for students with Satisfactory Academic Progress (SAP) issues and recommends solutions on how to improve their status.
3. Revises financial aid awards according to special circumstance requests, appeals and professional judgment decisions and assists with determining Federal, State and Institutional awards through established processes.
4. Supervision and training of student employees.
5. Earn and maintain certifications through the National Association of Student Financial Aid Administrators (NASFAA).
6. Responsible for the annual updates to the Policies and Procedures Manual regarding loans, notifications to students about loans and disbursements, loan counseling and all other loan-related procedures.
7. Responsible for annual review/update of website for all loan related issues and student consumer information related to loans.
8. Responsible for Quality Assurance for federal loans requirements and maintenance.
9. Manages the various student, parent alternative and graduate loan programs.
10. Responsible for student loan/Teach Grant entrance and exit counseling, preparation and execution, including monitoring of exit counseling after withdrawal and graduation and one-on-one counseling with students.
11. Responsible for originating, reporting and reconciling federal Pell Grant, Teach Grant, and direct loan disbursements to ensure federal compliance.
12. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor’s degree. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of all federal, state, and institutional guidelines, statutes, regulations, and requirements governing all programs. Knowledge of available financial aid programs and their

individual requirements. Knowledge of the principles and methods of customer relations, skill in reviewing/analyzing financial records/reports necessary to document the receipts, allocation and distribution of funds in accordance with funding specifications. Skill in establishing and maintaining effective working relationships. Must be knowledgeable of University policies, procedures and regulations regarding accounting functions. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands:** (With or Without Accommodations): Normal office, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other Requirements:**
 - a New Mexico Driver's License
5. **Tier System:** In order to move up in the Tier system, tenure and meeting expectations ranking on the annual review must be met.
 - **Job Knowledge** – NASFAA Certification – Annual National Federal Conference (on-line), FSA Webinars – BANNER training on the Financial Aid Module on their Specialty area (i.e. Loans, Grants, Scholarships, Return of Title IV, Application Processing, Reconciliations, etc.
 - **Customer Service** – Survey Results, emails, internal and external customer service
 - **Performance** – Communication with student population, amount, total students award from their population, this will be tracked by Argos. The increase is based on tenure and meets expectations ranking on the annual review.
 - **Survey Results/Feedback** – positive survey results.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)