

JOB DESCRIPTION:	Financial Aid Counselor		
DEPARTMENT:	Financial Aid		
REPORT TO:	Assistant Director of Financial Aid		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#413110	DATE APPROVED:	14-APR-2021
		DATE MODIFIED:	09-JUN-2025

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. Effectively presents federal, state and scholarship aid information to individuals, small or large groups, such as but not limited to workshops/orientations.

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. Follows federal and state regulations and WNMU policies and procedures in the review and analysis of financial aid applications.
3. 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.
4. Supervision and training of student employees.
5. Earn and maintain basic entry level certifications through the National Association of Student Financial Aid Administrators (NASFAA).
6. Responsible for assisting with the updates to the Policy and Procedures manual and Student Consumer Information as needed.
7. Responsible for assuring all student communications are updated and comply with federal requirements for Student Consumer Information.
8. Assists with Quality Assurance for all program requirements and maintenance.
9. Provides interpretation of department policies and procedures.
10. 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 duties, 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

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)