

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:	12-OCT-2026

SUMMARY: Provides comprehensive financial aid advising, guidance, and support to prospective and current students and their families throughout the financial aid process. Serves as a primary point of contact for financial aid programs, eligibility requirements, application processes, awards, and related student concerns. Reviews and interprets financial aid information in accordance with applicable federal, state, and institutional regulations, policies, and procedures. Provides financial aid information through individual advising, outreach, workshops, orientations, and other student-focused activities.

FUNCTIONAL AREA ASSIGNMENTS: Specific program and functional area assignments may vary based on the operational needs of the Financial Aid Office, provided the work remains consistent with the overall scope and level of the Financial Aid Counselor position. Assignments may include federal and state grants, student and parent loans, scholarships, student employment/work-study, and other financial aid programs or functions. Specific work assignments, processes, and procedures are established and managed by the Financial Aid Office.

DUTIES:

1. Provides timely and accurate financial aid information, guidance, and assistance to prospective and current students, families, and other stakeholders through in-person, telephone, electronic, and other forms of communication.
2. Reviews and analyzes financial aid applications, eligibility information, and supporting documentation in accordance with applicable federal, state, and institutional regulations, policies, and procedures.
3. Advises students and families regarding financial aid eligibility, awards, Satisfactory Academic Progress (SAP), appeals, special circumstances, and other financial aid matters; evaluates information and recommends appropriate actions in accordance with established requirements and procedures.
4. Processes and adjusts financial aid awards in accordance with applicable federal, state, institutional, and program requirements, including approved appeals, special circumstances, and professional judgment decisions, as applicable.
5. Provides training, guidance, and oversight to assigned student employees, as applicable.
6. Provides financial aid information and education through workshops, orientations, outreach activities, presentations, and other student-focused programs.
7. Administers assigned financial aid programs and functional areas, including processing, monitoring, reconciliation, reporting, and quality assurance activities in accordance with applicable program requirements.
8. Collaborates with University departments and external partners to coordinate financial aid programs and services, resolve issues, communicate program requirements, and support student needs.
9. Assists with the review and maintenance of financial aid policies, procedures, Student Consumer Information, and student communications to ensure information remains current, accurate, and

- compliant with applicable requirements; provides guidance and interpretation of departmental policies and procedures.
10. Maintains current knowledge of financial aid programs, regulations, systems, and practices and provides cross-functional support and coverage across financial aid program areas as operational needs require.
 11. Performs other duties as assigned.

REQUIREMENTS:

1. **Minimum Qualifications:**

- Associates Degree
- Experience: Two years of experience in financial aid, student services, higher education administration, or program administration.

2. **Preferred Qualifications:**

- Bachelor's degree.
- Bilingual (Spanish)

3. **Knowledge, Skills, and Abilities:**

- Knowledge of federal, state, and institutional financial aid programs, regulations, policies, and procedures.
- Ability to interpret and apply financial aid regulations, policies, and program requirements.
- Skill in reviewing and analyzing financial aid information, records, and supporting documentation with accuracy and attention to detail.
- Effective oral and written communication skills, including the ability to explain complex financial aid information clearly to students and families.
- Ability to manage multiple priorities, deadlines, and program requirements while maintaining accuracy.
- Skill in establishing and maintaining effective working relationships with students, colleagues, University departments, and external partners.
- Ability to work effectively with individuals from diverse backgrounds and experiences.
- Proficiency with standard office technology and ability to learn and effectively use financial aid information systems.

4. **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.
- Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time.

5. **Other Requirements:**

- New Mexico Driver's License
- Defensive Drivers Certification – must pass within 6 months of hire (if applicable)
- Must obtain and maintain required certifications for Student Financial Aid Administrators.
- May be required to work additional hours or days, holidays, or University closures, depending on circumstances.

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)