**Job Description**

**Job Title:** Student Financial Services Advisor

**Department:** Financial Aid

**Job Category/ FLSA Status:** Student Support/Exempt

**Accountability:** Registrar/Director of Enrollment Services

**Authority:** As Assigned

**Position Description:**
The Student Financial Services Advisor will provide information, advice and assistance regarding various types of Federal and Institutional Financial Aid available to facilitate the enrollment of students, consistent with the College’s mission, accreditation standards, and applicable regulatory guidelines. The position will also provide technical leadership related to compliance and policies and procedures; and interaction with financial service providers and the Departments of Education and Veterans Affairs.

**Major/Essential Functions:**
- Provides leadership in the development, implementation and administration the financial aid program.
- Delivers quality customer support to students, parents and other customers of all areas within Enrollment and Student Services with specific focus on Spanish speaking students.
- Provides courteous, accurate, and timely dissemination of information to students with regard to: completion of the Free Application for Federal Student Aid (FAFSA); program eligibility; positive and negative benefits associated with various financial aid programs; presentations to potential and/or new students; various requests for information via email, phone, and/or mail; new or updated federal, state, and institutional regulations pertaining to student financial assistance; questions surrounding student loan entrance and exit counseling.
- Serves as the VA Certifying Official for the College.
- Ensures compliance with the Family Education Rights and Privacy Act (FERPA).

**Duties/Responsibilities:**
- Provides day-to-day leadership in the Office of Financial Aid under the guidance of the Registrar/Director of Enrollment Services.
- Develops and implements student engagement opportunities via email, phone, workshops, and other modalities to assist in ensuring student understanding federal financial aid and internal scholarship opportunities before students begin their courses each semester.
- Serves as the lead Financial Aid liaison for all scholarship committees and funds.
- Develops processes where all aid can be awarded to eligible students within the first 60 days of each semester and quality control opportunities exist.
- Assists in the development and dissemination of quality control survey data as assigned by the AVP and Registrar.
• Performs monthly and other periodic reconciliation of all financial aid terms.
• Interprets, implements and maintains up-to-date knowledge of Federal and State guidelines governing financial aid programs
• Monitors academic progress of students receiving financial aid at the end of each semester identifying those falling below financial aid SAP standards; communicate via email and print to those affected and processes information in the Student Information System (SIS).
• Leads the SAP review and make recommendations relating to financial aid SAP appeals.
• Audits student files periodically for accuracy and completeness.
• In partnership with the Director of Student Services and Registrar, will participate as a primary point of contact for annual financial aid audits information requests.
• Works with designated enrollment services staff and others to develop and revise outreach and consumer information materials.
• Assists students with resolution of unusual problems and make adjustments as appropriate.
• Provides support to the Office of Student Financial Services using Federal and State agency online data management systems to troubleshoot student and college record management issues.
• Conducts assessments of student needs including monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures. Evaluate office procedures as they relate to student service. Allocate resources accordingly.
• Oversees and makes recommendations regarding the inventory of supplies and equipment, requisition necessary items; ensure proper maintenance of equipment; arrange for repairs as required.
• Coordinates and communicates appropriate information to other departments.
• Assists the processing team with the collection of information needed to process student loans including but not limited to: loan applications; loan certifications; change adjustments; review and correction of all loan processing errors; loan proceeds received via hard copy check; participate upon request in request for information from student lending companies.
• Perform related duties as required.

Qualifications:

Required:
• Bachelor degree from an accredited institution of higher education and 2 years of experience in administering Title IV aid programs or the equivalent.
• Bilingual in English and Spanish (speak, read, and write).
• Be a committed Christian and in good standing with a local church.
• Be in complete agreement with doctrinal position of the College and able to sign statement without reservation.

Preferred:
• Bachelor's degree from an accredited institution of higher education in the education or business fields and 3-5 years in administering Title IV aid programs or the equivalent, including leadership experience.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):
• Knowledge of FERPA and other applicable laws.
• Effective communication skills to support interaction with students from diverse socio-economic backgrounds regarding financial aid program requirements and procedures.
• Proficiency in database transactions management and student information systems.
• Proficiency in managing records, data, appointments, and other detailed information.
• Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
• Ability to write routine reports and correspondence.
• Ability to speak effectively before groups of students or employees of the college.
• Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
• Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
• Ability to listen to and determine student’s needs.
• Ability to work cooperatively as a team member.
• Ability to work effectively under pressure and meet deadlines.
• Ability to plan and organize and assign work to others while meeting schedules and deadlines.
• Ability to research, analyze and evaluate service delivery methods and techniques.
• Ability to work independently and with minimal supervision.
• Proficient in knowledge of financial aid processing software, or the ability to learn.
• Proficiency in Microsoft Office Business desktop tools to include Word, Excel, PowerPoint, Outlook, as well as electronic communications such as e-mail, calendars, etc.
• Ability to learn various software and systems as required by the college or service providers.
• Ability to read, interpret and explain statistical data, technical procedures and governmental regulations.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):
• Process, maintain and submit accurate and timely requested student informational data as required and directed.
• Completion of financial or financial aid transactions accurately and in compliance with Title IV and Institutional aid policies and procedures.
• Meeting special and specified targeted assignments as assigned by the AVP and Registrar
• All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position

Mobility/Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• Employee must sit, stand and walk
• Employee must talk and listen via face-to-face contact and telephone
• Employee may be required to lift and/or move up to 10 pounds

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):
• Typical office environment
• Attend conferences in regard to Title IV and Financial Aid
• Ability to work evening and weekends as needed

Security Sensitive:  Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.
Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God’s chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.