Office of Student Financial Aid Opportunity at the University of Iowa

POSITION OVERVIEW

<table>
<thead>
<tr>
<th>Department</th>
<th>Office of the Student Financial Aid</th>
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<tbody>
<tr>
<td>University Classification</td>
<td>Financial Aid Counselor</td>
</tr>
<tr>
<td>UI Job Code</td>
<td>PCF1</td>
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<tr>
<td>Pay Level</td>
<td>3A</td>
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<tr>
<td>Working Title</td>
<td>Financial Aid Advisor—Advising, Financial Literacy, &amp; Outreach</td>
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<tr>
<td>Percent Time</td>
<td>100% (40hrs/wk.)</td>
</tr>
<tr>
<td>Position Type</td>
<td>Regular P&amp;S, Ongoing</td>
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<tr>
<td>Administrative Supervisor</td>
<td>☐ Yes ☒ No</td>
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<tr>
<td>Reports to</td>
<td>Associate Director, Advising, Financial Literacy &amp; Outreach</td>
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<tr>
<td>Compensation</td>
<td>$41,000--$43,000</td>
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POSITION SUMMARY

This role will educate and advise students and parents regarding financial aid options, policies, and procedures according to US Department of Education regulations and professional judgment guidelines. Additionally, this role promotes financial literacy through individual student meetings and group presentations.

WHAT YOU DO

Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based):
- Revise financial aid awards according to special circumstance requests, appeals, and professional judgment decisions.
- Complete consortium agreements for students studying through other institutions/programs that require unique cost of attendance adjustments.
- Additional adjustments made based on changes in enrollment hours and costs, additional financial aid received, or at the request of the student.

One-on-One Consultation and/or Outreach Services:
- Educate and advise parents and current and prospective students in-person, via email, and by phone regarding financial aid policies, procedures, application processes, and federal, state, and institutional aid programs. Counseling involves detailed communication, in sometimes highly charged emotional situations.
- Represent the Office of Student Financial Aid at outreach events, including the presentation of financial aid information at various workshops, orientation sessions, and Admissions recruiting trips. Information presented to small and large groups (300+) including prospective students, parents and guidance counselors.
- Provide individualized loan counseling to students borrowing private, federal, and institutional loans to encourage minimization of debt.
- Utilize problem-solving skills to assist students experiencing financial difficulties to develop plans that encourage retention and on-time graduation.
- Develop training materials related to financial literacy for undergraduate and graduate students.
- Present financial literacy information to enhance student knowledge and skills in order to manage financial resources effectively.
• Implement default prevention plan to assist former students in avoiding default on federal student loans.
• Serve on various internal and external committees, as well as special projects as assigned by administrators

Data Collection, Analysis, and Reporting:
• Assist in review of students appealing for financial aid eligibility who are not meeting Satisfactory Academic Progress.
• Monitor trends and demographic information in students seeking counseling to improve outreach efforts, presentations, services offered, etc.
• Assist in analysis of data as it relates to student financial concerns.

HOW YOU DO YOUR JOB (learn more about competencies and proficiency levels here)

Accuracy and Attention to Detail: – Proficiency: Working

What this looks like:
• Processes detailed information with good accuracy.
• Utilizes specific approaches and tools for checking and cross-checking outputs.
• Develops and uses checklists to insure that information goes out error-free.
• Accurately gauges the impact and cost of errors, omissions, and oversights.
• Learns from mistakes and applies lessons learned.

Data Gathering and Analysis: – Proficiency: Working

What this looks like:
• Participates in gathering and analyzing data for a project or projects.
• Utilizes the basic data collection and evaluation tools and techniques.
• Follows proper data gathering and analysis processes and policies.
• Reports problems that arise in the data collection process.
• Reviews the results to ensure the quality and accuracy of data gathering and analysis.

Decision Making and Critical Thinking: – Proficiency: Working

What this looks like:
• Assists in assessing risks, benefits and consideration of alternatives.
• Participates in documenting data, ideas, players, stakeholders, and processes.
• Applies an assigned technique for critical thinking in a decision-making process.
• Recognizes, clarifies, and prioritizes concerns.
• Identifies, obtains, and organizes relevant data and ideas.

Financial Aid Programs and Policies: – Proficiency: Basic

What this looks like:
• Lists types of major financial aid for undergraduate and post-graduate students.
• Identifies current institutional policies related to financial aid.
• Explains the application procedures for each type of financial aid program.
• Describes the laws and regulations related to financial aid in federal, state, or commercial loans.
Resource Management: Proficiency: Basic

What this looks like:
- Identifies the key resources at hand to fulfill own responsibilities.
- Demonstrates the ability to apportion resources to different components of a task.
- Applies the concept of sustainability to conserve and reuse resources where possible.
- Seeks help to obtain additional resources when necessary.

Effective Communications: Proficiency: Working

What this looks like:
- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when inappropriate.
- Looks for and considers non-verbal cues from individuals and groups.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.

Interpersonal Relationships: Proficiency: Working

What this looks like:
- Collaborates with departmental associates and management.
- Adapts interaction style to situations and people.
- Identifies roles and responsibilities for self and others.
- Demonstrates an understanding of alternative points of view.
- Explains impact of interactions with individuals and groups.

UNIVERSITY EXPECTATIONS (see definitions and proficiency levels here)

Collaboration/Positive Impact – Proficiency: Working

What this looks like:
- Shares appropriate information/feedback openly, professionally and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

Diversity, Equity, and Inclusion – Proficiency: Working

What this looks like:
- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one’s own and others’ social identities (e.g., race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity, and inclusion.
Service Excellence/Customer Focus – Proficiency: Working

What this looks like:
- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

QUALIFICATIONS YOU BRING

Required
- A bachelor’s degree or an equivalent combination of education and experience is required.
- Experience working in a post-secondary academic setting or in another sector dealing with budgeting, counseling, and/or education, typically six months to one year.
- Demonstrates a working proficiency level in:
  - the ability to work developmentally with students; ability to promote student learning development, and success by applying advising approaches to diverse individual student situations.
  - the knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
  - preparing and delivering effective presentations; typically demonstrated with six months to one year of public speaking.
  - understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
  - the knowledge of data gathering and analysis tools, techniques and processes; ability to use these to gather and analyze data for a specific or variety of needs and/or projects.
  - Microsoft Excel, Word, and Outlook.

Desired
- M.A. degree in Student Development or related field is desirable.
- Demonstrates a basic proficiency level in:
  - the knowledge of University of Iowa policies, procedures, and regulations.
- Demonstrates a working proficiency level in:
  - the knowledge of and the ability to develop and implement financial aid programs and policies to attract outstanding students and help them finance their course of study.
  - the knowledge of needs analysis and federal verification along with a basic understanding of Federal Methodology.

ABOUT THE OFFICE OF STUDENT FINANCIAL AID

The Office of Student Financial Aid assists students with the costs of their educational investment. Our committed team of professionals works in partnership with families, providing information on available options and assisting with the financial aid process.