IOWA

Office of Student Financial Aid Opportunity at the University of Iowa

POSITION OVERVIEW

| Department: | Office of the Student Financial Aid |
| University Classification: | Financial Aid Counselor |
| UI Job Code: | PCF1 |
| Pay Level: | 3A |
| Working Title: | Financial Aid Advisor, Processing & Verification |
| Percent Time: | 100% (40hrs/wk.) |
| Administrative Supervisor: | ☒ Yes ☐ No |
| Reports to: | Associate Director, Processing & Financial Aid |
| Compensation: | $41,000-$43,000 |

POSITION SUMMARY

This position is responsible for processing FAFSAs, completing Federal Verification, need analysis, awards, appeals, Title IV Refunds due to Withdrawal, professional judgment appeals, cost of attendance, and other financial aid eligibility processes. This position requires critical analysis, interpretation, and understanding of federal, state, and institutional financial aid regulations and policies and an ability to contribute to policy and procedure development. This position educates and advises students and parents regarding financial aid options, policies, and procedures according to Title IV regulations and institutional policies and procedures.

WHAT YOU DO

Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based):

- Review applications for accuracy, required and/or appropriate sources of documentation, and resolve conflicting information. Revise financial aid awards according to special circumstance requests, appeals, and professional judgment decisions.
- Make adjustments based on changes in enrollment hours and costs, additional financial aid received, or at the request of the student.
- Other duties as assigned necessary for the evaluation, awarding, and processing of student aid programs.

One-on-One Consultation and/or Outreach Services:

- Educate and advise students and their parents in-person, via email, and by phone regarding financial aid policies, procedures, application processes, and federal, state, and institutional aid programs.
- Utilize effective counseling skills in sometimes highly charged emotional situations.
- Utilize problem-solving skills to assist students experiencing financial difficulties to develop plans that encourage retention and on-time graduation.
- Serve on various internal and external committees, as well as special projects as assigned by administrators.
- Other duties as assigned necessary for providing exemplar customer service to our students and their families.

Data Collection, Analysis, and Reporting:

- Verify financial aid (FAFSA) applications, verification forms and parent/student Federal tax documents for compliance with U.S. Department of Education and IRS regulations and institutional guidelines.
• Conduct federal need analysis, cost of attendance budget construction, package student aid, and revise awards.
• Review and process approved appeals for dependency override, Cost of Attendance budget adjustments, reductions in income, and other extraordinary circumstances.
• Responsible for Return of Title IV Funds calculations and aid adjustments for both official and unofficial withdrawals.
• Assist in development and revision of department policies and published documents and forms that are used to provide information to and request additional verification information from students and/or parents.
• Monitor and research changes in federal regulations in order to update internal manuals used in the verification of financial aid applications to ensure compliance with Title IV regulations and US Department of Education guidelines.
• Monitor trends and demographic information in students who withdraw from the University.
• Assist in data analysis as it relates to student financial concerns.

Budget Oversight and Management:
• Service on various internal and external committees, as well as special projects as assigned by administrators.
• Committee service within the Office of Student Financial Aid includes, but is not limited to, the Cost of Attendance committee that researches and determines student budgets for financial aid packages, and Professional Judgment Committee that reviews and makes determinations with regard to special circumstances presented by students and parents.

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 ensure 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.

**Financial Analysis:** – Proficiency: Working  
*What this looks like:*  
• Works with a specific financial analysis tool set.  
• Utilizes basic qualitative and quantitative tools and techniques with proficiency.  
• Implements valid financial analysis aligned with key criteria.  
• Interprets major types of financial statements issued by the organization.  
• Applies principles used to evaluate the economics of investment decisions.

**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 detail-oriented projects, counseling, and/or education, typically six months to one year.
- The ability to think critically and provide input and sound interpretations.
- The ability to apply knowledge and decision-making skills to individual situations.
- Demonstrates a Working proficiency level in:
  - Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
  - 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.
  - 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.
  - Microsoft Excel, Word, and Outlook.

**Desired**
- A Master’s degree in Student Development or related field is desirable.
- Basic knowledge of University 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.