



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 9/8/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Financial Aid Representative
Status: Full-time, Calendar Year Appointment
Grade: 9
Union Affiliation: PSA@RIC
Reports To: Director of Financial Aid

PRIMARY PURPOSE:

The Financial Aid Representative will provide financial aid counseling and processing services for prospective and current enrolled undergraduate and graduate students, and will assist in administering federal, state, and institutional student aid programs. The Financial Aid Representative will perform financial aid outreach and educational awareness to current and prospective students and their families, school counselors/academic advisors, and the College Community through personalized outreach, group presentations, and extensive follow-up communication, while representing the college with the utmost professionalism.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Develop a working knowledge and remain current on all institutional, state and federal financial aid policies.
- Administer general financial aid processing; including file review, verification, needs analysis and financial aid packaging.
- Manage a caseload of student aid applications, conduct thorough application review, and provide awards in a timely fashion.
- Provide financial aid counseling to students and parents regarding application procedures and eligibility requirements for student aid programs, and assist students and their families with the completion of application forms.
- Provide high-quality customer service and extensive follow-up communication, including tracking of all outreach.
- Enter data into and use the department's SIS system (PeopleSoft) to support engagement, tracking and communication with students and their families.
- Represent the College at various recruitment events as assigned, such as financial aid sessions and orientation programs.
- Participate in delivering engaging presentations for prospective students, families, and guests regarding the access to and the availability of financial assistance to help make a Rhode Island College education affordable.
- Collaborate with other administrative offices, academic departments, committees and College personnel to effectively support student enrollment.
- Be an active and positive member of the financial aid team, demonstrating a willingness to participate and volunteer in team initiatives.
- Develop a working knowledge of and remain current on all College recruitment messages, facts, and policies.

Occasional Job Functions:

Perform other duties and responsibilities as assigned by the Director of Financial Aid.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree.

Experience:

A minimum of three years of relevant experience.

Skills, Knowledge and Abilities:

- Knowledge of federal and state student aid regulations.
- Demonstrated ability to represent the College positively and effectively with prospective and current students, faculty, staff, alumni, media, and the public.
- Knowledge of MS Professional software packages.
- Flexibility, dedication, initiative, confidentiality, and the ability to learn are expected.
- Must have demonstrated customer/student service skills and the ability to work independently and as part of a team.
- Excellent oral and written communication skills are required and candidates must demonstrate acute attention to detail, strong organization and problem-solving abilities.
- Ability to travel and work some non-traditional hours, such as evenings and weekends.
- Flexibility, dedication, initiative, confidentiality, and the ability to learn are expected.

PREFERRED:

- Previous experience in a college/university Financial Aid Office.
- Administration of student financial aid services at an institution of higher education.
- Experience and familiarity with using automated processing systems (i.e. PeopleSoft, PowerFAIDS, Banner, etc.).
- Bilingual in English/Spanish (fluent in speaking and writing).

ENVIRONMENTAL CONDITIONS:

- The incumbent is not substantially exposed to adverse environmental conditions.
- Frequent lifting of boxes of informational material weighing approximately 35 pounds each.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.