

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

FINANCIAL AID ADVISOR II

FLSA STATUS: NON-EXEMPT – PAY GRADE: 15 - C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Financial Aid Advisor II is an integral partner in the administration of federal and state financial aid programs to help ensure student success. Provides financial aid services and advisement to prospective and enrolled students and families, conducts student need analysis, reviews federal verifications documents and packaging of student aid, certifies federal loan eligibility, provides financial aid counseling, and facilitates problem solving with students and parents.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(Depending upon assignment)*

Counsels and advises students about program costs, financing education, and student loan debt; financial aid programs, eligibility, and awards; learning and navigating the college and other websites; application processes and procedures; and refers to appropriate student resources such as library, tutoring, student financial services dept, academic advising, records, and tickets.

Educates and assists students with completing Free Application for Federal Student Aid (FAFSA) applications. Reviews student accounts, discusses their awards, verification, Satisfactory Academic Progress, and checklist items required to award students.

Reviews scholarship applications for accuracy and determines eligibility; prepares packets for review committee; responds to processing, troubleshooting, and status questions; and posts awards and cancellations.

Posts various budgets, awards, payments, and/or journal entries for financial aid awards, loans, Pell grants, Florida Student Assistance Grants (FSAG), Federal Work Study (FWS), AmeriCorps, and/or FSCJ incentive funds.

Certifies private and Parent Plus loans in outside private lender system; reviews student application and enrollment; makes adjustments; determines amount and timing of disbursement; downloads disbursement reports; returns funds; and notifies students of loan acceptance/modification/denial.

Works with campus advisors, the Contact Center, and the Office of Student Recruitment to resolve financial aid escalation issues.

Contributes information and assists with college and outreach events such as orientation, open house, recruitment events, convocation and graduation/commencement, BEACON, and presentations at local high schools.

Ensures all processing related to student financial aid is administered in compliance with state and federal regulations.

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Serves on Satisfactory Academic Progress (SAP) appeals committee to determine if student appeals will be approved or denied.

Reviews and analyzes documents submitted in person and via email and forwards for processing. Perform follow-ups to obtain documentation for federal verification.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisory staff.

SUPERVISION EXERCISED

Supervision may be exercised over assigned student employees.

MINIMUM QUALIFICATIONS

Associate's degree from a regionally accredited college or university supplemented by five (5) years of related experience OR Bachelor's degree from a regionally accredited college or university supplemented by three (3) years of related experience. Must have effective written and verbal communications skills.

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by five (5) years of related experience in student financial aid.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 07/2018

Revised: 10/11/23