

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2024**

FINANCIAL AID ADVISOR I

FLSA STATUS: NON-EXEMPT PAY GRADE: 12 – C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Financial Aid Advisor I is an integral partner in the delivery of financial aid to students. This position provides advice and information for students regarding federal and state financial aid, regulations, and institutional grants and scholarships. This position reviews, verifies, and updates financial aid documents and student financial aid accounts.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Reviews various checklist items for accuracy; assesses documents submitted by students and student accounts in federal databases; verifies student and parent FAFSA application data utilizing tax information and other financial documents; and determines whether the students meet federal requirements for Title IV aid eligibility.

Responds to calls and/or tickets regarding student's financial aid accounts; provides information or guidance regarding student; researches account issues; resolves issues; and escalates more complex issues.

Answers questions and responds to escalations from other advisors and contact center representatives regarding various financial aid issues, primarily checklist items and verification.

Runs queries to identify and review submitted documents and performs cleanup of various checklist and verification items.

Provides reports on state awards, manually adjusts awards, reviews FA account and student account to ensure compliance with state and federal regulations.

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 and two (2) years of related experience, or Bachelor's or higher degree from a regionally accredited college or university. Experience utilizing written and verbal communications skills.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university and three (3) years of related experience.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

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

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds. Requires ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently using counseling and marketing terminology and effectively with subordinates, co-workers, the public, supervisors, etc.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; and to utilize descriptive statistics.

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 rapidly and accurately in operating modern office equipment and machinery.

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Manual Dexterity: Requires the ability to handle a variety of office machines, etc. 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 giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, 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). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 07/2018

Revised: 01/2019; 12/9/24