

FINANCIAL AID ANALYST

\$29,836 annually

40 hours per week

Applications will be accepted until 5:00 p.m., May 5, 2021. Applications may be submitted in person to the Office of Human Resources, Womack 209 or emailed to humanresources@hsu.edu.

SUMMARY

The Financial Aid Analyst provides excellent customer service and guidance to financial aid applicants and their families throughout the financial aid process, and determines eligibility within the parameters of institutional, state and federal requirements. The successful candidate will demonstrate a commitment to promoting the success of all students, including those who are first-generation, from underrepresented populations, and/or of low socioeconomic status.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide advising throughout the financial aid process to prospective, new, and current students and their families. Must have a thorough knowledge of available types of financial aid, scholarships, and general student eligibility criteria.
- Exercises independent judgment in the management of operational details of the financial aid process including but not limited to:
 - Review incoming financial aid applications and any supporting documentation needed to determine the accuracy of the financial and household information reported on the FAFSA. This requires knowledge of not only federal financial aid regulations but IRS tax laws and how they relate to federal financial aid.
 - Complete assigned duties with a high degree of accuracy to ensure compliance while experiencing multiple interruptions.
 - Exercise great attention to detail when completing assignments as error in judgment or calculations could result in negative consequences for the student and/or the institution such as under or over funding of a student, loss of student eligibility, audit findings, fines, damage to the school's reputation or loss of institutional eligibility.
 - Maintain knowledge of policies of other departments (registrar, student accounts, human resources, athletics, etc.) and understand the impact of them on a student's financial aid eligibility.
 - Expedite student financial aid applications to address issues and concerns as they arise.
 - Must utilize conflict resolution skills when working with frustrated students and parents, helping them to understand the situation and identify potential solutions to issues.
 - Maintain student confidentiality in accordance with FERPA regulations. Discretion and reliability in sensitive and confidential matters are vital.
 - Complete training workshops and attend conferences in order to learn and stay current on financial aid regulations and processing.
 - The financial aid analyst in this role should be diligent, personable, and accommodating to the needs of students and parents.
 - Other duties as assigned by the financial aid director/assistant director. Office management will assign specific duties to be managed by each financial aid analyst as part of an overall job distribution plan within the office. This distribution will be reviewed regularly and new and reassignments may be made as part of that review.

SUPERVISORY RESPONSIBILITIES - This job has no supervisory responsibilities.

COMPETENCIES - To perform the job successfully, an individual should demonstrate the following competencies:

UNIVERSITY SUPPORT - Follows policies and procedures; Completes administrative tasks correctly and on time; supports university's goals and values; Supports affirmative action and respects diversity. Commitment to the mission of HSU and an understanding of the different components of the university.

DIVERSITY - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; Sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of the HSU student.

STUDENT RELATIONS - Manages difficult or emotional student situations; Responds promptly to student needs; Solicits student feedback to improve service; Responds to requests for service and assistance; Meets commitments. Customer and solutions oriented with a strong commitment to customer service while maintaining compliance with policies.

PROFESSIONALISM - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

QUALITY - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

ETHICS - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds University values.

SAFETY AND SECURITY - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

DEPENDABILITY - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

TECHNICAL SKILLS - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others. Ability to interpret complex financial aid regulations and apply appropriately in different situations. Must understand personal income tax forms as they relate to federal financial aid.

INTERPERSONAL SKILLS - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things. This position has regular contact with department staff, other state agency/institutions personnel, clients/students, personnel of regulated entities, and the general public. Must be able to work both individually and in a team environment.

LEADERSHIP - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

JUDGMENT - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

QUALIFICATIONS - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE Candidates must possess the formal equivalent of a bachelor's degree in business or related field. Must have the ability to interpret complex financial aid regulations and apply appropriately in different situations. Must understand personal income tax forms as they relate to federal financial aid. Other job related education and/or experience may be substituted for all or part of these basic requirements.

LANGUAGE SKILLS - A strong knowledge of grammar, punctuation and spelling. Ability to read, analyze, and interpret general business periodicals, procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure professional manuals/information.

MATHEMATICAL SKILLS - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Knowledge of basic record keeping procedures is critical. Knowledge of principles and practices of money management.

REASONING ABILITY - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to collect, analyze, compile, and record data on financial aid.

COMPUTER SKILLS - Strong Computer skills are required. Knowledge of student financial aid programs, standards and procedures. Knowledge of POISE Skylite and Department of Education systems. To perform this job successfully, an individual will have knowledge Microsoft Office and the Google Suite.

PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit, walk and talk or hear. The employee must regularly lift and /or move up to 10 pounds. Must be able to operate standard office and document imaging equipment.

WORK ENVIRONMENT - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and can be loud.

PLEASE NONE: The applicant selected for this position will be required to submit to a background screening, including criminal background check and may include substance abuse testing, and financial records check.

Henderson State University is an Equal Opportunity Employer/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff, and students.