



Job Description

Position Title: Financial Aid Analyst

Department: Financial Aid

Reports To: Director of Financial Aid

Salary: \$42,504.00

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

- 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.
- 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.
- Expedite student financial aid applications to address issues and concerns as they arise.
- Utilize conflict resolution skills and identify potential solutions to issues.
- The financial aid analyst in this role should be diligent, personable, and accommodating to the needs of students and parents.
- Keeps current on financial aid regulations such as U.S. Department of Education's website and notifications, and National Association of Student Financial Aid Administrators (NASFAA) publications and disseminates information to subordinates.
- Partners with senior-level Financial Aid staff to update all policies and procedures in compliance with the most current state and federal regulations. Ensure the accuracy and integrity of student aid records and internal and external reports.

- Attend workshops and conferences to keep abreast of regulations.
- Study written material for the purpose of understanding institutional, state and federal aid programs and institutional policies and procedures.
- Provide feedback and recommendations to the Director of Financial Aid regarding policies and procedures.
- Maintain student confidentiality in accordance with FERPA regulations. Discretion and reliability in sensitive and confidential matters are vital.
- Ensures outstanding service and support for Henderson State students and surrounding communities to assist in educating and preparing families for a successful transition to college.
- Performs other duties as required or assigned by the Director.

Qualifications / Experience

- Bachelor's degree
- Ability to work independently as well as in a team environment
- Strong interpersonal skills
- Excellent verbal and written communication with the ability to communicate effectively with students, parents, staff and faculty.
- Excellent interpersonal skills with a high level of customer service skills
- Ability to work under pressure and meet timelines and objectives

Application Instructions:

Applicants should submit a cover letter, CV/resume, transcripts, and three professional references with contact information to humanresources@hsu.edu. Applications received by January 3, 2022 will be guaranteed consideration.