



## Financial Aid Counselor – Portland

**Hours:** 30 hours/week (0.75 FTE); up to 40 hours/week during peak seasons (approx. 9 weeks/year)

**Accountability:** Director of Financial Aid

**Position Summary:** The Financial Aid Counselor serves as an integral part of the Financial Aid Office committed to excellent customer care. The candidate will serve the office in its day-to-day operations. They will provide key strategic insight and metrics focused on successful recruitment and retention of students.

### Essential Functions:

- Provide direction and oversight of customer service and support.
- Respond to all Financial Aid questions and requests from students in a timely manner by managing the online ticket system and responding to requests that come via email, phone, or in person.
- Manage application processing, awarding, and disbursement of institutional aid.
- Develop key metrics and reports designed to enhance recruitment and retention related to financial aid.
- Collaborate with other departments to identify, plan, and implement specific improvements based on student need.
- Design, execute, and monitor student communication strategies.
- Counsel students based on financial needs analysis.
- Work closely with the Financial Aid Director to develop strategies and implementation plans to improve processes related to customer outcomes.
- Work closely with the Financial Aid Director to maintain compliance and strive for best practices within the Financial Aid Office.
- Work closely with the Financial Aid Director to develop necessary reports.
- Other duties as assigned by the Director of Financial Aid.

**Outcomes:** Reduced financial burden of prospective and current students, leading to an increased opportunity for kingdom equipping by identifying and maximizing resources available utilizing critical data and feedback. These efforts will create an integrated and streamlined approach for how to best provide financial aid assistance and education for students, leading to improved overall student satisfaction. All support offered to students through the financial aid office will drive recruitment and retention goals.



**Qualifications:**

- Evangelical Christian commitment and lifestyle consistent with the World Evangelical Alliance Statement of Faith and the Seminary's governing virtues.
- Bachelor's degree and successful administrative experience in a financial aid office, or a combination of relevant training and experience.
- Effective communicator and problem solver focused on customer care
- Capability to deal effectively and appropriately with sensitive and confidential information.
- A willingness to facilitate teamwork among colleagues and within committees.
- Provide exemplary customer service and maintain composure in responding to difficult situations.
- Ability for critical and logical thinking, good judgment, and problem solving.
- Demonstrated superior ability to handle data and records with a high degree of accuracy.
- High level of proficiency with PC computers and MS Office software is essential; familiarity with, or willingness and ability to learn other software required.