

The Southern Baptist Theological Seminary

Position Description

Position Title: Financial Aid Assistant

Department: Enrollment Management

Position Code:

Date Prepared: 04/23/2018

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The Financial Aid Assistant provides friendly customer service and help current and prospective students by answering basic financial aid questions. Oversees the Active Duty Military Grant program. Other job responsibilities include scanning and attaching pertinent financial aid documents to student accounts, sending thank you letters to scholarship donors, scheduling meetings, and data entry of financial aid awards.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Providing current and prospective undergraduate, master-level, and doctoral students with basic financial aid information including deadlines and application requirements and materials via email.
- Schedule advising appointments and oversee the financial aid calendar.
- Oversee the process of the Active Duty Military grant and certifications process.
- Manage mail merge of outside scholarship recipients. Notify students of outside scholarship awards via email and mail donors thank you letters.
- Scan and attach all student financial aid documents (ADM certifications, grant applications, loans, etc.) to student accounts.
- Prepare correspondence, forms, reports, etc.
- Updates Financial Aid website.
- Assist the director of financial aid and advisor as needed.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of all sources of internal and external aid available to students
- Excellent communication skills
- Demonstrated ability to interact well with students and staff
- Knowledge of financial aid websites and databases, including College Board, PowerFaid, and Jenzabar

QUALIFICATIONS:

- Ability to portray the seminary values and mission in writing, speech, personal demeanor, and spiritual commitment
- Detail oriented and ability to work at a fast pace

- Excellent communication skills; ability to interact and engage people, to view, discern, adjust, and respond appropriately to non-verbal communication cues

EDUCATION:

- Bachelor's degree preferred

EXPERIENCE:

- Experience in financial aid within higher education is preferred

SUPERVISION:

- The person in this position will supervise no one
- The person in this position will report to the Director of Financial Aid

WORK ENVIRONMENT:

- The person in this position will work remotely
- The person in this position must have the ability to sit for extended periods of time, use a personal computer for correspondence, lift up to 25 lbs., and operate efficiently in a fast-paced work environment

EQUIPMENT:

- The person in this position will use a personal computer
- The person in this position will daily use the following programs: Microsoft Office, Microsoft Excel, Jenzabar, PowerFails.