Job Description

Title   **Financial Aid and Enrollment Assistant**

Reports To   Executive Director of Admissions and Student Services

Job Classification   Full-time, non-exempt, support staff

General Description

The financial aid and enrollment assistant maintains student accounts and tax documents; oversees the implementation of the financial aid and Federal Work-Study programs; and supports admissions and student development personnel with document management, mailing projects, and tasks as requested.

Major Responsibilities

- Maintains student accounts by billing student tuition, fees, and other charges; sends statements on a timely basis; answers student inquiries about their accounts; works with delinquent accounts in consultation with the treasurer; and reconciles the student accounts subledger to the general ledger
- Prepares and distributes student tax documents in conjunction with the Business Office
- Serves as financial aid officer by maintaining financial aid materials, interpreting the program to prospective students, assisting students through the financial aid application process, and seeing to the disbursement of federal student loan checks; packages and awards financial aid; reports as required to Department of Education and oversees compliance with federal regulations
- Oversees the Federal Work-Study program, collecting job descriptions, advertising openings, connecting students with jobs, tracking hours, reporting data, assessing data, and making recommendations; is responsible for meeting compliance requirements
- Manages data entry into the admissions database, now Salesforce
- Offers limited general support to recruitment, admissions, student development, and alumni/ae relations personnel, such as mailings, letters, and communications to students
- Performs admissions, student services, alumni/ae relations, and financial aid website maintenance
- Serves as liaison with food service contractors for Common Meal and other meals initiated by student services
- Updates the Student Handbook in conversation with the director of student development and academic dean by July 1 of each year for posting to the website; distributes the handbook to new students at orientation and to others as needed during the academic year
- Supports the orientation process and the Orientation Committee
- Compiles and creates departmental reports for Bethany's board of trustees in conversation with the director of admissions and student services
- Performs other duties as assigned

Committee Assignment/Attendance

- Student Services Committee meeting of the board of trustees, to take minutes
- Support Staff meetings
- Admissions Team meetings
- Department meetings
- Financial Aid Committee meetings

Experience and Qualifications

- An associate's degree at minimum; bachelor's degree preferred
- Previous experience working with student accounts, billing, or similar work
- High attention to detail and ability to multitask
- Familiarity and experience with current information technology, including word processing and database software, and a willingness to learn new skills
- Ability to organize and manage a complex workload and set priorities
- Ability to respond to requests in a friendly encouraging way with a congenial phone voice and personality
- Comfort with phone and e-mail interactions with prospective and current students
- Ability to work independently
- Ability to handle confidential materials appropriately
- Willingness to support the mission of Admissions and Student Services with a variety of tasks

Required Relationships

- Interact with students, prospective students and employees
- Be responsive to the director of student development and admissions counselor under the supervision of the executive director of admissions and student services
- Work creatively alongside the Lilly grant project director on Bethany's programs to address student indebtedness

Direct Reporting Positions

May supervise student assistants on occasion

Work Environment

Normal office setting

Physical Requirements

- Ability to use a computer in a desktop environment
- Ability to lift twenty-five pounds