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## Auburn University Job Description

Job Title: **Mgr, Fin Aid Services**

Job Family: No Family

Job Code: **KB07**

Grade FO09 \$48,700 - \$82,800

FLSA status: Exempt

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### Job Summary

Manages administrative operations of the Customer Service Area of the Office of Financial Aid and advises students and parents concerning Financial Aid issues.

### Essential Functions

1. Coordinates customer service activities for the Office of Financial Aid.
2. Advises students and parents on financial aid issues including eligibility requirements, the application process, education costs, and verification processes.
3. Maintains and updates FFELP and Alternative Loan Lists on the Student Financial Aid website.
4. Processes Health Professions and HEAL financial loans.
5. Determines student eligibility for financial aid and/or fee waivers based on provided information.
6. Provides information and advice to students and parents through presentations, letters, and counseling sessions.
7. Coordinates financial aid for Study Abroad students.

### Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Degree in Business, Management, Finance, Accounting, or related field
<b>Experience (yrs.)</b>	5	Experience in financial aid processes and administration

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

#### Minimum Required Knowledge

Knowledge of Federal and State financial aid regulations and guidelines.

#### Certification or Licensure Requirements

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/4/2012

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