



Financial Aid Specialist

Department: Financial Aid

Reports To: Director of Financial Aid

Position Summary: Provides counsel and financial aid to a portion of the undergraduate and graduate student body while ensuring that all aid is distributed within the federal, state, and institutional guidelines.

Essential Responsibilities:

- Awards and monitors financial aid for approximately one-third of the undergraduate and graduate students
- Ensures that students receive financial aid in compliance to all federal and state regulations.
- Counsels students regarding financial aid eligibility.
- Disburses all outside scholarships and church match money (PIE) to students. Maintains correspondence with outside scholarship agencies and ensures that students are not over-awarded.
- Administer and increase financial aid outreach on campus and online
- Assists with administration of state MAP grant program (MAP mismatch)
- Assists with administration of federal PELL grant program.
- Assists with administration of Stafford loan program
- Assists with administration of loan entrance and exit counseling. Counseling students on responsibilities, loan specifics and repayment options.
- Oversees incoming paperwork, distributes mail, maintains office supplies
- Stays aware of changes in financial aid rules and regulations.
- Supports the Financial Aid Team by assuming and completing other responsibilities as requested
- Provides good customer service to families and students seeking financial aid advice.
- Work occasional weekends and evenings
- Other responsibilities as assigned

Essential Qualifications:

- Excellent computer skills including Microsoft Office
- An orientation to detail and precision
- Excellent customer service skills
- The ability to communicate effectively orally and in writing with students, administrators, families and outside constituencies.
- Ability to coordinate many overlapping tasks
- Bachelor's degree required

- Bilingual preferred
- Experience in financial aid or higher education preferred
- Personal commitment to North Park's mission of Christian higher education.

Effective Date: January 2023

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.