

The University of Texas at San Antonio

Job Description

Job Title: Senior Financial Aid & Scholarships Officer
Code: 13043
Salary Grade: 59
Department/Division: Financial Aid and Scholarships/Strategic Enrollment
Reports To: Director of Financial Aid

Summary

Function: Responsible for financial literacy, financial aid outreach and default prevention activities.

Scope: Responsible for conducting activities to educate students about financial literacy as well as respond to financial aid outreach requests and monitor default prevention activities. This includes financial aid outreach and literacy curriculum, default prevention communications and overseeing messaging about filling out FAFSAs.

Duties

Typical:

1. Responsible for default prevention communications to students including the student loan debt letter, emailing students in delinquency status, educating students about student loan repayments and updating communications about such activities.
2. Responsible for fielding financial aid outreach and in-reach requests including creating presentations, giving presentations and setting up other staff to represent UTSA at events for financial aid and scholarships.
3. Responsible for creating financial literacy program and updating financial literacy presentations, webpages and pushing programming for literacy.
4. Maintains knowledge in Title IV regulations and changes to repayment plans and cohort default rate challenges.
5. Creates and maintains P&P or business processes for financial literacy, outreach and default.
6. Provides data and assesses efficacy of programming.
7. Counsels students about financial aid and budgeting options either through appointments, over the phone or at events or at One Stop.
8. Provides back up to others on Federal Programs Team as necessary.
9. Performs other duties as assigned.

Periodic:

1. Serves as backup for student paperwork processing within financial aid and scholarships.
2. Attends regional, state and national conferences as necessary.
3. Serves on various university committees.

Education

Required	Preferred
Bachelor's degree from an accredited institution.	Master's degree from an accredited institution.

Other Requirements

Required	Preferred
Ability to effectively prioritize, multi task, use time-management and coordinate complex work.	N/A
Ability to interact and work with diverse groups.	
Excellent presentation, interpersonal, listening, written and verbal communication skills.	
Ability to use tact and diplomacy appropriately and effectively.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Three years of progressively responsible experience in financial aid, scholarships, student lending, enrollment management/services with some supervisory and/or program oversight experience.	Five years of progressively responsible experience in financial aid and/or scholarships.

Equipment

Required	Preferred
Use of standard office equipment, including a standard personal computer.	N/A

Working Conditions

Usual	Special
General office conditions. Work involves significant interaction with students.	Participation in meetings and conferences concerning student or professional affairs beyond the usual office hours.

Supervision

Received	Given
General supervision from assigned supervisor.	Supervision of assigned staff and student workers.

Accuracy

High level of accuracy is required.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.