Job Title: Financial Aid Advisor

Job Summary
A Financial Aid Advisor provides counseling services and assistance to student customers in the lobby of the Financial Aid Office and at lobby PCs. A Financial Aid Advisor conducts financial aid workshops for students, staff, parents, and the community at large. This position also oversees the daily processing of all documents submitted to the office through the use of a digital imaging system.

Nature of Work
This position typically reports to the Assistant Director for outreach, or other appropriate administrator in a centralized University Financial Aid office. This is a non-instructional position supporting Academic Student Affairs on a USF campus. This position requires considerable contact with students, parents, visitors and other staff members to attain common goals. A Financial Aid Advisor requires demonstrated human relations and communication skills, and is distinguished by this requirement from advising support positions that are primarily administrative in nature. This position requires a high degree of independence and is expected to exercise independent judgment. This position may supervise one or more staff members and may also supervise OPS and student OPS/FWSP employees.

Examples of Duties
- Provides supervision of all front lobby services and assistance to student customers
- Intercedes to resolve conflicts generated by upset students.
- Supervises and trains staff assigned to provide lobby services in areas such as communication and customer service skills.
- Develops and conducts financial aid workshops, presentations and financial literacy initiatives.
- Supervises the flow of all documents received and ensures that these documents are accurately scanned into the digital imaging system in a timely manner. Ensures original documents are secured in the document holding area.
- Perform other assigned duties that are within the area of knowledge and skills required by the job.
Minimum Qualification Requirements
This position requires a Bachelor’s degree in an appropriate field with a minimum of one year of progressively responsible experience in advising or related academic functions within higher education. Work experience may not be substituted for the Bachelor’s degree requirement for this position.