



The University of Texas at San Antonio™

Job Description

Job Title:	Senior Financial Aid & Scholarships Officer	Job Family:	Student Services
Type:	Classified-Exempt	Job Code:	13043
Department:	Financial Aid and Scholarships/Strategic Enrollment	Salary Grade:	60
Reports to:	Director of Financial Aid	Created/Revised:	09/2022
Work Modality:	On Campus		

This position is part of a market adjustment implemented in Spring 2022. New hires salary offers should at least be at the minimum salary established for this position based on the market adjustment. Please contact Compensation at compensation@utsa.edu with any questions.

Job Summary

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

Core Responsibilities

1. 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.
2. 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.
3. 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.
4. Responsible for creating financial literacy program and updating financial literacy presentations, webpages and pushing programming for literacy.
5. Maintains knowledge in Title IV regulations and changes to repayment plans and cohort default rate challenges.
6. Creates and maintains P&P or business processes for financial literacy, outreach and default.
7. Provides data and assesses efficacy of programming.
8. Counsels students about financial aid and budgeting options either through appointments, over the phone or at events or at One Stop.
9. Provides back up to others on Federal Programs Team as necessary.
10. Serves as backup for student paperwork processing within financial aid and scholarships.
11. Attends regional, state, and national conferences as necessary.
12. Serves on various university committees.
13. Takes a proactive approach to assist co-workers in various tasks, to ensure safety.
14. Performs work tasks in a safe manner and in accordance with work instructions.
15. Proactively makes recommendations to improve safety.
16. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration, and Innovation.
17. Performs other duties as assigned.

Minimum Requirements

Education/Certifications

- Bachelor's degree from an accredited institution.

Experience

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

Knowledge Skills & Abilities

- Ability to effectively prioritize, multi task, use time-management and coordinate complex work.
- 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.
- Use of standard office equipment, including a standard personal computer.

Core Competencies

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

Working Conditions

Working Environment:

- Office Environment.
- Work involves significant interaction with students.
- Participation in meetings and conferences concerning student or professional affairs beyond the usual office hours.

Physical Demands:

- Describe any Physical Demands of the Position