



# The University of Texas at San Antonio™

## Job Description

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<b>Job Title:</b>	Financial Aid & Scholarship Officer II	<b>Job Family:</b>	Student Services
<b>Type:</b>	Exempt	<b>Job Code:</b>	13046
<b>Department:</b>	Financial Aid & Scholarships/Student Affairs	<b>Salary Grade:</b>	58
<b>Reports to:</b>	Senior Financial Aid & Scholarships Officer	<b>Created/Revised:</b>	7/13/2022
<b>Work Modality:</b>	On-Campus		

This position is part of a market adjustment implemented in Spring 2022. New hire 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](mailto:compensation@utsa.edu) with any questions.

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### Job Summary

Administers and processes for specific financial aid programs including some high-profile programs. Responsible for decision-making processes requiring initiative and judgment in responding to individual needs of students, for administration of one or more financial aid & scholarship program areas and the development of information and reports required. This will include specializing in specific programs and developing, implementing and coordinating projects and recommendations.

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### Core Responsibilities

Typical:

1. Uses discretion and independent judgment to advise and counsel students and parents in solving their educational financial problems through scholarships, loans, grants, work-study and financial counseling. Responds to questions & counseling needs in person and by written, phone and email means when needed.
2. Processes financial aid & scholarship applications, awards and disburses funds, tracks and monitors student eligibility as needed
3. Responsible for processing specific high-profile financial aid & scholarship programs
4. Responsible for processing through Common Origination and Disbursement (COD) that may include transfer monitoring, PELL processing and Student Loan Processing
5. Performs professional judgement decisions on student files, collecting supporting documentation and making adjustments as needed. This may include satisfactory academic progress appeals, cost of living adjustments, dependency overrides or any other extenuating circumstance presented by the student and/or parent.
6. Awards, revises and/or approves the awarding of financial aid & scholarships through the specific controls of program policy and guidelines
7. Assists with conducting on and off campus presentations, seminars, resource tables and/or workshops for students
8. Uses independent judgment to provide support to colleges and departments as needed
9. Researches rules, regulations and peer programs to abreast of regulations that govern all financial aid & scholarship programs. Interprets and maintains knowledge of current federal, state and institutional policies,

procedures and regulations pertaining to financial aid and scholarships.

10. Participates in the review, revision and interpretations of complex rules, regulations, procedures and policies related to financial aid and scholarships and team specialty areas. Provides assistance and guidance to other financial aid staff to ensure that processing activities adhere to established policies and procedures.
11. Assists in developing and revising financial aid consumer information material, publications and brochures for currently enrolled students, prospective students and their parents, colleges, departments and the university community.

Periodic:

1. Provides periodic reports as needed to leadership
  2. Attends state and regional meetings/conferences as necessary
  3. Participates in committees and/or task forces across campus as necessary
  4. Serves as mentor when needed
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## **Minimum Requirements**

### **Education/Certifications**

- Bachelor's Degree from an accredited institution

### **Preferred Education/Certifications**

- Master's Degree from an accredited institution

### **Experience**

- Two years of financial aid, scholarships, student lending, financial aid and/or enrollment management/services experience.
- Master's Degree can substitute for one year of experience.

### **Preferred Experience**

- Two years of financial aid and/or scholarships experience
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## **Knowledge Skills & Abilities**

- Effective written and verbal communication skills, multi-tasking skills, flexibility, and the ability to work cooperatively with others in a dynamic environment.
  - Group and individual presentation and meeting facilitation skills required
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## **Core Competencies**

Individual Contributor:

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

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## **Working Conditions**

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**Working Environment:**

- Normal office conditions.
- Some evening and weekend hours may be required.
- Occasional travel.
- Personal computer and standard office equipment

**Physical Demands:**

- Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.
- Exerts up to 10 lbs. of force occasional