



The University of Texas at San Antonio™

Job Description

Job Title:	Financial Aid & Scholarship Officer I	Job Family:	Student Services
Type:	Exempt	Job Code:	13047
Department:	Financial Aid & Scholarships/Student Affairs	Salary Grade:	57
Reports to:	Senior Financial Aid & Scholarships Officer	Created/Revised:	7/13/2022
Work Modality:	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 with any questions.

Job Summary

To provide professional knowledge, advice and counseling skills regarding student financial aid programs. Responsible for decision-making process that requires initiative and judgment related to financial aid & scholarship processing and to meet needs of students and parents.

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. 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.
4. Awards, revises and/or approves the awarding of financial aid & scholarships through the specific controls of program policy and guidelines
5. Assists with conducting on and off campus presentations, seminars, resource tables and/or workshops for students
6. Uses independent judgment to provide support to colleges and departments as needed
7. Stays 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.
8. Participates in the review, revision and interpretations of complex rules, regulations, procedures and policies related to financial aid and scholarships and team specialty areas.
9. 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
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Minimum Requirements

Education/Certifications

- Bachelor's Degree from accredited university

Preferred Education/Certifications

- Master's Degree from accredited university

Experience

- One year of experience in finance, customer service or working with students OR two years of experience as a student employee in financial aid, scholarships, student lending, one stop and/or enrollment management.
- Master's Degree can substitute for required experience.

Preferred Experience

- One year of higher education experience to include financial aid and/or scholarship.
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Knowledge Skills & Abilities

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

Individual Contributor:

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

Working Conditions

Working Environment:

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