



## PAU Job Description

**Job Title:** Financial Aid Counselor  
**Department:** Financial Aid  
**Reports to:** Director of Financial Aid

### JOB SUMMARY

Administers financial aid programs (federal, state and institutional funds) that adhere to regulations with integrity, along with upholding the mission and vision of PAU. Responsible for financial aid casework (e.g. need analysis, packaging, verification, appeals, and aid changes) and providing financial aid counseling in an environment that is committed to providing exceptional service. Assist in establishing procedures and policies in compliance with current federal, state and institutional guidelines

### JOB DESCRIPTION

- Advises and assists students with all aspects of the financial aid process. Answering questions and providing relevant information on request.
- Develop and deliver financial aid presentations to prospective students and new students during orientation. Provides assistance and exit counseling to graduating students regarding management of loans.
- Facilitate the process of accepting aid to include gathering required signatory forms.
- Ensure deadlines are met with all disbursements.
- Awards aid, processes verifications, collects and processes all documents required to award and disburse aid in a timely manner.
- Imports and exports financial aid data through necessary systems.
- In collaboration with the business office, assists in audits, compiling reconciliations of all aid, ensuring accuracy or data reported and annual monitoring.

### ESSENTIAL QUALIFICATIONS

- High School or GED required with at least three years of experience or one-year college course work with experience in higher education.
- Committed to understanding and meeting the unique needs of customers, and demonstrate skill in resolving difficult customer situations.
- Knowledge of Microsoft Office.
- Knowledge of GSuite.
- Familiarity with EdConnect, COD, NSLDS, studentaid.gov and webgrants.
- NASFAA Credentials preferred.
- Knowledge of managing and maintaining financial records.
- Customer service orientation with good written and verbal communication skills
- Strong time management and process administration skills
- Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.

*To apply, please send cover letter and resume to [jayres@paloalto.edu](mailto:jayres@paloalto.edu).*