

### **FINANCIAL AID COUNSELOR**

**DEFINITION:** Under general supervision, performs professional duties of moderate difficulty in providing financial aid and academic counseling and guidance to Navajo students pursuing a college education; interacts with college officials to provide program information and validate student information; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Counsels and advises students on the Navajo Nation Scholarship and Financial Assistance program policies and procedures, financial aid eligibility, application procedures, financial planning and money management; assists students in applying for tribal scholarships/financial aid; collects and/or reviews financial aid applications to determine completeness and eligibility for financial aid; verifies accuracy of documents and consistency of data from needs analysis, financial aid transcripts verification document and student information.

Performs data analysis to identify discrepancies in data and determines action for resolution; requests additional information for incomplete or inconsistent applications to perform needs analysis; processes application according to applicable guidelines or regulations; denies aid if ineligible; recommends awards; reviews and evaluates supplemental documentation provided in student appeals for adjustment or exceptions to financial aid awards and determines validity of appeal; maintains student information system by entering student data, updating voids, returns and refunds of cancelled awards.

Answers questions, inquiries and requests of students or parents/guardians regarding financial aid eligibility and awards; provides academic, guidance and career counseling; maintains contact with post-secondary institution's financial aid officers, admissions, Native American service departments and high school counselors to validate student awards, enrollment, degree program and to assist students in completing and submitting financial aid/scholarship documents; monitors and provides reports on student's academic progress/status; conducts on-site visits with students at the college/university campus.

Provides information on scholarship programs to interested students, parents and school officials; assists in the preparation and presentation of financial aid, scholarship, grants, and career development material/information; provides orientations at career/college fairs, financial aid workshops and participates in new student orientations; attends educational conferences, seminars and workshops; keeps abreast of the latest information related to financial aid, college admissions, deadlines and related matters; monitors and coordinates the activities of subordinates.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of Navajo Nation and federal, donor and/or institutional rules, regulations, guidelines and procedures for awarding of financial aid.

Knowledge of schedules, rules, regulations and protocols at designated colleges/universities.

Knowledge of the principles and practices of educational counseling.

Knowledge of the psychological effects on students regarding the award of financial aid.

Skill in effectively counseling students regarding financial aid applications and awards.

Skill in applying theories and principles of educational psychology.

Skill in counseling one-on-one, group and family situations.

Skill in establishing and maintaining effective working relationships.

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Ability to maintain a high level of confidentiality.  
Ability to communicate effectively both orally and in writing.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves considerable effort in dealing with students as they attempt to locate and obtain financial aid for a college education.

**MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Business Administration, Humanities, Counseling or a related field; and two (2) years of experience in providing financial aid or student services.

**PREFERRED QUALIFICATIONS:**

- Two (2) years of experience in financial/student counseling.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.