



FORDHAM UNIVERSITY

THE JESUIT UNIVERSITY OF NEW YORK

Position: PN0765

Date: 09.23.21

PROFESSIONAL NON-EXEMPT POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Financial Services Representative/Counselor

DEPARTMENT: Office of Student Financial Services
Lincoln Center

POSITION SUMMARY:

Under the direction of the Campus Director for Student Financial Services, the Financial Services Representative/Counselor counsels students and families regarding all aspects of financial aid and payment options through various communication means such as in person, by telephone, by email, etc. The Financial Services Representative/Counselor provides administrative effectiveness and financial aid services, through an emphasis on individual attention to students and high-quality customer service

RESPONSIBILITIES:

- Advises families and students on how to pay for a university education, including all sources of assistance and the delivery system for financial aid.
- Takes responsibility for the marketing and formulation of individual payment plans, i.e., monthly payment plans and alternative loan options.
- Works proactively with enrolled students to monitor progress through the payment process.
- Is involved in all areas of financial services and financial aid administration, including but not limited to the counseling of students and parents, processing of applications, packaging, and facilitating the use of financing options.
- Manages specified financial services procedures and programs as assigned.
- Supports compliance with procedures for all programs.
- Interacts with other University offices.
- Performs Financial Aid, Financing and Admission presentations
- Participates in professional development workshops.
- May be required to work at other Fordham campuses. Some evening and weekend work required.
- Assumes other tasks as assigned.

QUALIFICATIONS:

Required Qualifications:

- Bachelor's Degree.
- Administrative and management skills.
- Effective oral presentation skills.
- Commitment to quality customer service.

Preferred Qualifications:

- Minimum three years' diverse experience in either financial aid administration or related field.
- Experience in customer-oriented or consumer credit financing.
- Knowledge of Microsoft Word, Excel, and financial aid software.

SALARY: Commensurate with experience

FLSA CATEGORY: Non-Exempt

START DATE: ASAP

SEND LETTER AND RESUME: cirillo@fordham.edu

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Fordham is an Equal Opportunity Employer –Veterans/Disabled and other protected categories*