



JOB INFORMATION

Job Code:	137411
Job Title:	Financial Aid Counselor II
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Financial Aid
Job Family Group:	Academic Advising and Career Counseling
Management Level:	7 Individual Contributor

JOB SUMMARY

Performs need assessment for students requesting financial aid. Provides counseling and/or assistance in matters pertaining to financial aid packaging. As a senior or lead counselor, assists in training and guiding other counselors. Handles complex aid packaging, appeals and special projects as assigned.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Student financial aid counseling
	X	Prefer USC experience with knowledge of SIS computer system

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
As a senior or lead counselor, provides training and guidance on financial aid procedures and policies to other counselors and assists in problem resolution. Handles complex financial aid packaging and appeals as assigned. Participates in and/or leads special teams which assist in evaluating, enhancing and or creating new internal practices, procedures and policies.				
Conducts need analysis to determine student financial aid packaging options based on individual case circumstances. Reviews student applications for consistency and completeness, verifies accuracy of student and family reported information, and certifies applications. Maintains accurate and thorough file documentation.				
Counsels student applicants and parents on matters concerning financial aid packages. Evaluates student problems and requests regarding financial aid awards and takes appropriate action. Integrates financial counseling with student housing circumstances, academic goals, extracurricular plans and career objectives.				
Advises students regarding financial planning, budgeting and debt management.				
Conducts seminars, workshops and lectures on financing college education for students, parents, high school counselors and university staff.				
Processes appeals by reevaluating student aid packages and making award modifications as appropriate and within applicable guidelines and regulations.				
Serves as liaison on financial aid matters to assigned campus offices and departments. Provides interpretation of financial aid policies and assists in problem-solving.				
Works with other campus student services offices, e.g., admissions, housing, student affairs and financial services, to develop integrated approaches to the delivery of campus student services.				
Assists in preparing university publications on financial aid and financial planning.				
Maintains currency on financial aid packages, state and federal regulations related to financial aid, and university policies and procedures.				
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.