



Student Financial Services Counselor Job Description

JOB INFORMATION

<i>Job Code:</i>	113907
<i>Job Title:</i>	Student Financial Services Counselor
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Student Loan
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides students with a range of services covering registration, student loans, payment plans, deferments, and pre-payment plans. Monitors student accounts, and counsels students on financial issues.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related experience in student services.
	X	Experience in student loan processing providing a working knowledge of Department of Education regulations and loan procedures.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Conducts analysis to determine student financial obligations on individual student accounts. Evaluates eligibility requirements for specific programs based on Federal guidelines and regulations for processing deferments, cancellations, adjustments and postponements. Reviews student promissory notes, payment plan applications, deferment forms and other related documents for completeness and accuracy.				
Counsels students and parents on student financial matters. Offers solutions or alternatives to assist students in settlement of all university financial obligations. Prepares correspondence as required after processing student accounts.				
Evaluates students non-financial issues, and refers students to appropriate university departments. Serves as liaison with other university offices and financial institutions, on behalf of students to facilitate problem resolutions.				
Maintains currency on policies, procedures and regulations pertaining to student loans, payment plans, tuition deferment programs and related services. Interprets university policies and procedures.				
Performs reconciliation of individual student accounts to ensure accuracy of financial records. Verifies and maintains appropriate records of all transactions. Ensures correct billing of individual accounts.				
Makes recommendations to enhance and/or improve student financial services in the areas of counseling, payment plans, student loan processing, tuition deferment programs and other related programs offered or coordinated through the Student Financial Services Office.				
Assists in the preparation of handbooks, fact sheets and brochures. May coordinate production of materials by outside vendors.				
Plans, coordinates, and conducts entrance, exit counseling and orientation programs for students and parents.				
Assists other Financial Services departments during peak periods.				

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.