

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: FINANCIAL AID ADVISOR

Reports To: Designated Supervisor

UW Job Code: 4222

UW Job Family: 35 – Student Services Management Support

SOC Code: 25-9099

FLSA: Non-exempt

Pay Grade: 19

Date: 10-25-00 (revised 7-1-02; 3-10-03; 7-1-04; 7-1-08; 12-1-21)

JOB PURPOSE:

Under general to limited supervision, assist the designated supervisor by coordinating and implementing activities for the designated Student Financial Aid Program(s) such as Scholarships, Loans, Pell Grants, Veterans Benefits or similar financial aid programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist the designated supervisor by coordinating and implementing activities for assigned Student Financial Aid program(s); recommend program enhancements or modifications; prepare program forms, reports or other program documents.
- Provide information to customers on designated program policies, procedures, and processes; perform and supervise form processing for applicable programs; maintain program records and statistics.
- Prepare written communications, which may be necessary to communicate program information, procedures or changes.
- Perform research and analysis to resolve problems and/or issues and recommend solutions to supervisor, or solve problematic issues and keep supervisor advised, as directed.

SUPPLEMENTAL FUNCTIONS:

- Act on behalf of Assistant Director, as directed.
- Assist with other special projects as assigned.

COMPETENCIES:

- Analysis/Problem Identification
- Consistency
- Initiative

- Quality Orientation
- Sensitivity
- Service Orientation

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree**

Experience: **1 year work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Student Financial Aid policies, procedures, guidelines and eligibility requirements.
- Federal and state laws, regulations, and policies pertaining to the provision of student financial aid.
- Customer service standards and procedures.
- Data management systems and processes.
- Policies and eligibility requirements of a range of federal, state, agency, and private scholarship programs and grants.
- Program forms and reports preparation processes and procedures.
- Form processing and statistical and records maintenance.
- Research and analysis methods.
- Problem and/or issue resolution.

Skills and Abilities to:

- Interpret applicable University, state and federal policies, procedures, regulations, and guidelines.
- Communicate effectively, both orally and in writing.
- Manage time and effectively organize priorities.
- Work with exceptions to policy which complicate work of designated unit.
- Diffuse confrontational situations and work under stressful conditions.
- Maintain confidential or highly sensitive information.
- Use personal computers and related software applications.
- Work effectively with a wide range of constituencies in a diverse community.
- Verify and assess student eligibility for financial aid.
- Supervise and train students, including organizing, prioritizing, and scheduling work assignments.
- Make evaluative judgments.
- Analyze and solve problems.
- Maintain and manage records and databases.
- Process computer data and format and generate reports.

WORKING CONDITIONS:

No major sources of discomfort, standard office environment; regular exposure to video terminal displays.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.