

HOWARD UNIVERSITY
Position Description

POSITION TITLE: Financial Aid Officer **SALARY GRADE:** HU-11
DATE REVISED: December 1, 2014 **EEO CODE:** 02
JOB CODE: 4008 **FLSA STATUS:** Exempt
BARGAINING UNIT: N/A

DEPARTMENT:	POSITION NO:
REPORTS TO:	GRANT: <input type="checkbox"/> No <input type="checkbox"/> Yes

BASIC FUNCTION: The purpose of this position is to implement and maintain quality assurance standards to ensure timely and accurate processing of financial aid awards; read, interpret, and implement various regulatory requirements for participation in the Title IV student aid programs and assist in the development and implementation of departmental procedures.

SUPERVISORY AUTHORITY: Responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis.

NATURE AND SCOPE: Internal contacts include executives, administrators and employees from all divisions and departments within the university structure. External contacts include auditors, representatives from federal, state and local regulatory agencies and vendors.

PRINCIPAL ACCOUNTABILITIES:

- Performs quarterly quality assurance testing on processed financial aid files and report findings to Manager or Associate Director.
- Audits financial aid and registration records of students who have officially or unofficially withdrawn from the University for potential refund of Title IV funds.
- Assists the Manager, in monitoring and adjusting financial aid in excess of awards.
- Participates in the annual audit process by working with auditors in the review of student files.
- Assists in resolution of potential findings.
- Analyzes workflow and various processes relating to financial aid packaging and awarding.
- Recommends improvements for enhancement of student services.
- Provides counsel and guidance to students and parents on financial aid issues.

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Serves as a resource to other University departments to research and resolve student issues.

Assists in the annual review and revision of departments Policies and Procedures Manual.

Participates in activities relating to the Federal verification process.

Participates in training and professional development activities to remain abreast of changes in Title IV aid programs.

Serve on University committees.

Performs other job-related duties as assigned.

CORE COMPETENCIES: Functional knowledge of federal financial aid programs. Functional knowledge of BANNER software and Microsoft Office applications.

Excellent communications skills, with demonstrated competency in both oral and written English.

Skill in the operation of computers, related software applications and standard office equipment.

Ability to accomplish detailed tasks and follow a system of procedures and timetables.

Ability to work both as part of a team and independently on projects and assignments.

Ability to maintain the confidentiality of information.

Ability to establish and maintain harmonious and effective work relations with students, staff, faculty and the general public

MINIMUM REQUIREMENTS: Bachelor's Degree in related field with 2-5 years of related experience. 10 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

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SIGNED BY: _____
Department Manager/Supervisor

DATE: _____

CERTIFIED BY: _____
Department of Compensation and Performance Management

DATE: _____