

Esperanza College of Eastern University Career Opportunity

Financial Aid Representative

Esperanza College of Eastern University seeks a **Financial Aid Representative** who will provide student services including financial aid counseling, student accounts coordination, and more for current and prospective students.

Esperanza College is a partnership between Esperanza and Eastern University. The college is located in a primarily Latino community in eastern North Philadelphia, just south of US Route 1, the Roosevelt Boulevard. Esperanza College is a branch campus of Eastern University offering Associates and Bachelor programs in Business, Christian Youth Ministry, Community and Human Services, Criminal Justice, Digital Communication, Early Childhood Education, Health Sciences, Medical Assisting, Media & Technology, and more.

The Financial Aid Representative is generally the first point of contact providing advice to students and parents regarding the financial aid process and information on available programs, procedures, eligibility and the student account.

The Financial Aid Representative must have a knowledge of college programs and resources and a thorough understanding of all applicable Financial Aid institutional, state and federal guidelines and regulations. This position also troubleshoots and provides some preliminary evaluation and verification of various requests and documentation that is forwarded to other Financial Aid department members for processing.

- Provide advice and counsel about available financial aid opportunities, eligibility requirements, the application process and college resources to students and parents in-person, over the phone and via email.
- Follow proper office procedures and processes to address student inquiries while thoroughly documenting, both electronically and manually, details for each file.
- Assess unusual circumstances, review and analyze incomplete or conflicting data to appropriately communicate information to students and families related to financial aid.
- Verify that information provided on various financial aid forms and legal documents is accurate, current and consistent with applicable supporting documentation.
- Receive, log and file documents, which may include appeals packages, student records, applications, eligibility, marital status, and tax information.

Position Responsibilities include:

1. Provide prospective and current students with information, resources, and guidance to assist with all matters and documentation requirements associated with financial aid including the regulations and requirements of the Free Application for Federal Student Aid (FAFSA) system.
2. Oversee financial aid and student account systems for Esperanza College in coordination with student account and financial aid staff at Eastern University.
3. Provide additional student services as needed.
4. Represent the college at meetings and sessions to individuals or groups of prospective students and/or their parents at schools, churches, community organizations and other individuals and organizations involved in the college selection process.
5. Provide additional administrative support to the College as directed.

The successful candidate will have:

- A personal understanding and affirmation of, and ability to operate in concert with, the Mission and Doctrinal statements of Eastern University are required.
- Knowledge of the financial aid system, including all the regulations and requirements of the Free Application of Federal Student Aid (FAFSA) system.
- Pro-actively provide problem solving assistance, track and maintain necessary financial aid documents, monitor student account balances and appropriate documentation and complete follow through on the financial aid process of the College
- Possess a high degree of computer literacy to include but not limited to Microsoft Office, G-suite, strong Excel ability, word processing, PowerPoint, Internet, online financial aid resources, email, and customized educational databases.
- Effective public presentation skills with a wide range of audiences (including high school students, parents, Latino community groups, churches, and other organizations with potential college students).
- Ability to provide good customer service that is culturally sensitive and spiritually centered to a diverse student body.
- Possess a high degree of computer literacy to include but not limited to Microsoft Office, G-suite, Excel spreadsheets, word processing, Access, PowerPoint, Internet, online financial aid resources, email, and customized educational databases.
- Bilingual (English/Spanish) ability and bicultural skills within an urban setting preferred.
- Be highly organized, focused, detail oriented, tech-savvy, be able to multi-task effectively, work in a fast-paced environment, and meet tight deadlines.
- A bachelor's degree in business or related field plus experience in financial aid, billing collections and customer service in a higher education setting is preferred, will consider an associate's degree with strong experience in financial aid, billing collections and customer service in a higher education setting

- Other requirements include excellent communication, analytical and organizational skills, attention to detail, commitment to quality
- Must be willing to work day and evening shift at the Esperanza College campus in Philadelphia.

Esperanza College offers a comprehensive employee health & wellness benefits program. Our campus is located at: 4261 North 5th Street Philadelphia, PA 19140.

Interested candidates should email a resume along with salary requirements to: jobs@esperanza.us and please indicate **Financial Aid Representative** in the subject line.

For more information, check us out on the web at: esperanza.eastern.edu