FINANCIAL AID COUNSELOR
Hammond Area Campus

Job Announcement

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled at the Hammond Area Campus.

Applications will be accepted until position is filled, with preference being given to those received on or before June 7, 2024.

All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

To apply please submit: (1) a letter of application, (2) a resume and (3) official transcript (no copies, will accept e-scripts) For a transcript to be considered official, it must be sent directly from the school/college/university to Human Resources at the following address or email:

Attention: Hiring Manager
Northshore Technical Community College
65556 Centerpoint Boulevard
Lacombe, LA 70445
Telephone number: 985-545-1262
Email: resumes@northshorecollege.edu

JOB SUMMARY:

The role of the Financial Aid Counselor will provide guidance to students, parents, and prospective students regarding financial aid and various financial aid programs; help the financial aid team surpass all expectations. The individual must be a dynamic, highly skilled financial aid professional. The successful candidate will participate in various activities promoting professional development.

MINIMUM QUALIFICATIONS:

Associate degree required with at least 3 years experience in financial aid in higher education. Bachelor's degree with at least one year of experience in financial aid in higher education. Must be able to manage a large diverse caseload. Excellent oral and written communication skills.

RESPONSIBILITIES:

- Serves as primary point of contact for current and prospective students at Hammond Area Campus.
- Counsels and advises students about financial aid eligibility, application procedures, aid programs, costs, and indebtedness
- Individualizes information to the particular needs and situations of the student
- Uses clear and understandable communication with students, parents, and potential students regarding financial aid counseling
- Oversees College-wide financial aid appeal process.
- Reviews and ensures student aid awards are accurate for designated advising group
- Notifies students of changes in eligibility of awards and alternatives to amend the situation
• Uses enhanced internal and external communication systems to inform students and parents about financial aid awards and department’s policies and procedures
• Ensures compliance with all financial aid policies, procedures and regulations when reviewing financial aid applications; exercise judgment when interpreting federal and state regulations for specific student situations
• Participates with presentations of financial aid related issues
• Assists the director of financial aid in reviews and reports to ensure compliance of department with regulations
• Assists team members when necessary to enable the success of the department.
• Knowledge of Federal Title IV awards and regulations as well as FERPA.
• Perform other duties as assigned.

SPECIAL SKILLS AND ABILITIES:

1. Knowledge, Skills, and Abilities: Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work-related information and materials. Comprehensive knowledge of standard office practices, procedures, equipment, and techniques; knowledge of adult learning techniques. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; ability to apply concepts of basic algebra and geometry. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

2. Computer Skills: Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.).

3. Software Used: Experience with and knowledge of computer operation; knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.), and database applications.

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods of time at a keyboard or workstation.

INTERPERSONAL SKILLS:
Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Northshore Technical Community College is an Equal Opportunity Employer
In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran’s status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.