AUBURN
Human Resources

Advisor II, Financial Aid

Job Description

JOB INFORMATION

Job Code	KB03B
Job Description Title	Advisor II, Financial Aid
Pay Grade	FO06
Range Minimum	$41,110
33rd %	$47,960
Range Midpoint	$51,380
67th %	$54,810
Range Maximum	$61,660
Exemption Status	Exempt
Organizational use restricted to the following divisions	108 VP for Enrollment Management
Approved Date:	10/17/2025 4:44:22 PM

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Student Financial Services

JOB SUMMARY

Under limited supervision, the Financial Aid Advisor II administers student aid programs in compliance with federal, state, and institutional regulations. This role evaluates eligibility, processes applications, awards aid, and assists with advising students, families, and groups on financial aid and scholarship options. The advisor ensures compliance, accuracy, and efficiency in financial aid and scholarship operations and resolves complex issues to support student enrollment, retention, and success.

RESPONSIBILITIES

- Provides information to prospective and current students and families regarding financial aid and scholarship options and related matters, including cost of attendance, eligibility criteria, application procedures, verification processes, and funding sources through in-person advising sessions and phone calls during peak periods. May counsel students and families on complex or escalated issues, including special circumstances, professional judgment cases, satisfactory academic progress appeals, and regulatory exceptions.
- Processes financial aid awards, scholarships, fee waivers, alternative loans, education benefits, and/or fellowships to include, but not limited to, calculating and loading financial awards, adjusting accounts, and/or establishing and disbursing fellowships. May have specific programmatic duties, such as loan certification, Federal Work Study placement, scholarship administration, or other duties related to financial aid and scholarship processing.
- Prepares and monitors financial reports and accounts, and investigates and resolves problems.
- Determines student eligibility for financial aid, scholarships, and/or fee waivers based on information such as application, grades, and enrollment status.
- Coordinates the submission, review, and processing of required forms and documents needed for financial aid, scholarship, and/or other educational benefits, such as verification, Satisfactory Academic Progress, and Professional Judgement appeals.
- Collaborates with other university departments to resolve issues, support students, and/or administer the policies and regulations governing federal, state, donor, and institutional funding in the awarding /processing of financial aid and scholarships.
- Stays current with federal and state regulations to ensure program compliance and maintains data security. Maintains accurate records and documentation for audits, compliance reviews, and reporting.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May supervise employees but supervision is not the main focus of the job.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in no specific discipline	and	2 years of	experience in advising and/or coaching students, student recruitment, financial aid and scholarships, accounting, banking, finance, financial services, enrollment services.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge of federal regulations and guidelines governing federal student aid programs, office and university policies.	
Working knowledge of and commitment to compliance with the regulations of the Family Education Rights and Privacy Act (FERPA).	
Strong analytical and problem-solving abilities with emphasis on analyzing information and drawing conclusions.	
Competence in Microsoft Office applications and/or relevant student systems and platforms (e.g., Banner, Slate, CampusLogic, AcademicWorks, NextGen Scholarship Manager, or Blackbaud Award Management).	
Strong written and verbal communication skills, with the ability to explain complex topics clearly.	
Ability to maintain confidentiality and exercise sound judgment.	
Student-first approach to service and advising.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.