AUBURN
Human Resources

Mgr, Financial Aid & Scholarships, Outreach, & Student Services

JOB INFORMATION

Job Code	KB21
Job Description Title	Mgr, Financial Aid & Scholarships, Outreach, & Student Services
Pay Grade	FO09
Range Minimum	$54,190
33rd %	$66,840
Range Midpoint	$73,160
67th %	$79,480
Range Maximum	$92,130
Exemption Status	Exempt
Organizational use restricted to the following divisions	108 VP for Enrollment Management
Approved Date:	9/17/2025 4:39:48 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Financial Aid, Scholarships Outreach, and Student Services Manager is responsible for overseeing all student-facing services and outreach efforts by the Office of Financial Aid & Scholarships, ensuring comprehensive and service-oriented support related to financial aid and scholarship opportunities for both prospective and current students.

RESPONSIBILITIES

- Acts as the main contact for financial aid and scholarship outreach initiatives, creating and executing strategies to ensure effective outreach while representing the office at recruitment events, campus programs, orientations, and other student engagement opportunities. Develops presentations and materials on financial aid and scholarship topics for various audiences, and coordinates with staff, campus, and community partners to organize, attend, and present at outreach events.
- Leads a team of Financial Aid and Scholarship Counselors to provide comprehensive, front-line support to students and families navigating the financial aid and scholarship processes. Ensures exceptional service and accurate guidance on available opportunities.
- Monitors and evaluates the delivery of student-facing services, including walk-ins, virtual appointments, and phone interactions. Coordinates scheduling and coverage, recommending staffing adjustments to optimize service, and ensuring front-line staff are cross-trained to deliver accurate and timely information about financial aid and scholarships.
- Collaborates with both internal and external campus partners to support strategic recruitment and retention efforts.
- Supports the development, review, and distribution of targeted communications for different student populations (e.g., prospective, admitted, continuing, parents, high school counselors), including emails, printed materials, and website content, while ensuring consistent messaging and branding across all platforms. Ensures that information is student-friendly, accurate, and regularly updated to reflect any policy and procedural changes.
- Utilizes data and feedback to enhance the student service experience and optimize operational efficiency by using student surveys, service interactions, and performance metrics.
- Maintains a strong working knowledge of federal, state, and institutional policies and procedures that govern all aid programs by staying current via the Department of Education and professional organization handbooks, journals, communications, listservs, training sessions, and other professional development opportunities.

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	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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	degree in no specific discipline.	and	5 years of	experience in financial aid, scholarships, enrollment services, or student services.	Or
Master's Degree	degree in no specific discipline	and	3 years of	experience in financial aid, scholarships, enrollment services, or student services.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Exemplifies high level of customer services in answering all student and parent inquiries pertaining to a student's billing and financial aid experience.	
Strong understanding of federal, state, and institutional financial aid regulations and scholarship administration.	
Excellent written and verbal communication skills.	
Strong public speaking skills and ability to present to large groups of students and families.	

MINIMUM LICENSES & CERTIFICATIONS

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

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				

PHYSICAL DEMANDS

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

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			

Vision Requirements:

Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.

Travel Requirements:

None Required