AUBURN
Human Resources

Counselor III, Financial Aid & Scholarships

Job Description

JOB INFORMATION

Job Code	KB22C
Job Description Title	Counselor III, Financial Aid & Scholarships
Pay Grade	FO07
Range Minimum	$44,460
33rd %	$53,360
Range Midpoint	$57,800
67th %	$62,250
Range Maximum	$71,140
Exemption Status	Exempt
Organizational use restricted to the following divisions	108 VP for Enrollment Management
Approved Date:	11/20/2025 10:43:51 AM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Under limited supervision, the Counselor III, Financial Aid and Scholarships, provides both front-line general support and comprehensive and individualized advising to students and families on financial aid and scholarship opportunities and processes, and leads outreach by representing the office at orientations, recruitment events, and financial aid workshops. This position also delivers excellent customer service, ensuring accurate information and maintaining documentation in compliance with national, state, and university policies, while also serving as a resource to junior staff.

RESPONSIBILITIES

- Independently interprets and applies federal, state, and institutional policies to counsel students on aid eligibility, verification, and satisfactory academic progress requirements, while supporting students in resolving complex issues by evaluating documentation and making independent decisions within established guidelines. Assists other staff by providing guidance, sharing expertise, and supporting their development in navigating policy and procedural complexities.
- Ensures the accurate documentation of student interactions in adherence to FERPA, HEA, CFR and Privacy Act regulations and internal policies.
- Serves as a key resource within the team, providing advanced-level support regarding financial aid and scholarship opportunities, application processes, eligibility requirements, award adjustments, renewal criteria, educational costs, and funding options to students and families via in-person, phone, and virtual interactions.
- Provides direct, scheduled advising to students and families on financial aid and scholarship opportunities, application processes, eligibility requirements, award adjustments, renewal criteria, educational costs, and funding options. Ensures awareness of the various financial aid sources during counseling sessions by providing individualized information and resolving more complex inquiries.
- Serves as an active member of financial aid and scholarship-related committees, including scholarship selection, satisfactory academic progress (SAP) appeals review, and professional judgment reviews. Exercises independent discretion in determining student eligibility and appeal outcomes based on regulatory guidance and professional judgment.
- Analyzes service trends and collaborates with leadership to enhance communication strategies, optimize resource allocation, and develop policies and procedures that improve the efficiency and quality of services provided.
- Represents the office at orientations, recruitment events, financial aid workshops, and high school presentations by delivering presentations to prospective and current students, parents, families, and

RESPONSIBILITIES

	counselors. Facilitates the creation of student-friendly content for handouts, websites, and digital communication.
•	Maintains competency and professional currency by engaging in self-directed reading, establishing professional contacts with colleagues, and participating in advanced professional training and courses.
•	Leads internal workgroups and task forces to contribute to the development and implementation of policies.
•	Performs reviews and audits of work completed by oneself and others to ensure accuracy and compliance, and recommends changes based on workflow and productivity concerns.

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	No supervisory responsibilities.

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	4 years of	experience in financial aid, scholarships, advising and/or coaching students, student recruitment, accounting, banking or finance, enrollment services, or financial services. Preferred: Experience with Banner, Slate, and/or scholarship management systems (e.g., AcademicWorks or Blackbaud Award Management). Prior experience serving on scholarship, appeals, or professional judgment committees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Ability to make informed decisions and interpret policy to guide students effectively.	
Strong written and verbal communication skills, with the ability to explain complex topics clearly.	
Student-first approach to service and advising.	
Demonstrated knowledge of federal and institutional financial aid regulations.	
Excellent organizational skills and attention to detail.	
Strong analytical and problem-solving abilities.	
In-depth knowledge of relevant student systems and platforms.	
Ability to maintain confidentiality and exercise sound judgment.	
Collaborative mindset with the ability to work independently and as part of a team.	

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				
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:

Ability to see information in print and/or electronically.

Travel Requirements:

In-State