AUBURN
Human Resources

# Program Advisor I, Financial Aid & Scholarships

## JOB INFORMATION

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| Job Code | KB24A |
| Job Description Title | Program Advisor I, Financial Aid & Scholarships |
| Pay Grade | FO06 |
| Range Minimum | $41,110 |
| 33rd % | $47,960 |
| Range Midpoint | $51,380 |
| 67th % | $54,810 |
| Range Maximum | $61,660 |
| Exemption Status | Exempt |
| Approved Date: | 8/25/2026 4:04:38 PM |

## JOB FAMILY AND FUNCTION

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

## JOB SUMMARY

The Program Advisor I supports the Office of Financial Aid and Scholarships by administering and coordinating assigned areas of financial aid and scholarship operations, which may include federal or private student loans, scholarships or fellowships, Federal Work-Study, withdrawals and Return to Title IV calculations, verification, or other assigned aid and scholarship programs. This position provides operational and administrative support through routine processing, eligibility review, documentation, issue resolution, and stakeholder collaboration in accordance with established policies, procedures, and regulatory requirements.

## RESPONSIBILITIES

- Administers and coordinates assigned areas of financial aid and scholarship operations by applying established policies and procedures to routine matters, resolving routine issues with guidance as needed, and referring complex matters to appropriate staff.
- Provides basic information and procedural support related to assigned financial aid or scholarship processes and refers questions requiring interpretation, exception review, or technical analysis to more experienced staff.
- Reviews, processes, tracks, and documents financial aid and scholarship applications, materials, and transactions, verifying eligibility and compliance requirements for routine transactions, resolving straightforward processing issues in accordance with established policies and procedures, and referring complex matters to appropriate staff.
- Determines or supports the determination of financial aid, scholarship, fellowship, or other award eligibility within assigned areas by reviewing documentation, applying established criteria to routine situations, maintaining supporting records, and referring complex matters to appropriate staff.
- Serves as a member of relevant appeal committees and other exception-based processes by analyzing documentation, developing recommendations, and ensuring compliance with established procedures.
- Supports planning and coordination for assigned operational areas through the preparation of planning materials, maintenance of schedules and reports, collection of information, and participation in planning activities in accordance with established policies, procedures, and guidance.
- Participates in meetings and collaborates with internal teams, campus partners, and stakeholders by gathering information, communicating routine updates, supporting follow-up activities, and resolving routine matters with guidance as needed in accordance with established policies and procedures.
- Maintains records, reports, process documentation, communications, and other materials for assigned areas by reviewing documentation for accuracy and completeness, resolving routine documentation issues with guidance as needed, and ensuring adherence to established policies and procedures.
- Collaborates with internal staff and campus partners to resolve routine issues within assigned areas, ensuring compliance with established policies and procedures and escalating complex matters as appropriate.

## RESPONSIBILITIES

- Participates in required onboarding, training, and internal learning activities to develop foundational knowledge of financial aid and scholarship operations, assigned processes, regulations, institutional policies, and operational expectations.
- Monitors activities within assigned areas by identifying routine issues, researching potential solutions, resolving issues with guidance as needed, and recommending improvements in accordance with established policies, procedures, and best practices.

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

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| 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 | 0 years of | experience in financial aid and/or scholarship administration, financial services, banking, finance, accounting or related compliance-driven program administration in higher education. | |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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|---|---|
| General knowledge of financial aid and scholarship regulations, policies, procedures, and program requirements applicable to assigned operational areas. | |
| General knowledge of financial aid and scholarship processes, including eligibility review, awarding, verification, documentation, reconciliation, appeals, and related compliance requirements. | |
| Ability to apply established regulations, policies, procedures, and program requirements to routine situations and refer complex matters to appropriate staff. | |
| Ability to review documentation for accuracy and completeness, identify routine issues, and support the resolution of operational and compliance-related matters in accordance with established procedures. | |
| Ability to gather information, maintain records, prepare documentation, and support the administration of assigned financial aid and scholarship programs. | |
| Ability to communicate effectively with students, families, faculty, staff, and campus partners regarding routine financial aid and scholarship processes and requirements. | |
| Ability to collaborate with internal and external stakeholders, participate in team activities, and support operational goals and service delivery. | |
| Ability to exercise sound judgment, maintain confidentiality, follow established procedures, and seek guidance when appropriate. | |
| Strong organizational, analytical, customer service, written communication, and verbal communication skills with attention to detail and accuracy. | |
| Proficiency with student information systems, financial aid management systems, Microsoft Office applications, and other technology platforms used to support financial aid and scholarship administration | |

## 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

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|---|---|
| Physical Demands Category: | Other |

## PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|---|---|---|---|---|---|---|
| Standing | | | X | | | |
| Walking | | | X | | | |
| Sitting | | | | | X | |
| Lifting | | X | | | | 15 lbs |
| 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 cold | | X | | | |
| Extreme heat | | X | | | |
| Wet | | X | | | |
| Noise | | | X | | |
| Hazards | | X | | | |
| Temperature Change | | X | | | |
| Atmospheric Conditions | | | X | | |
| Vibration | | 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:**

In-State; Domestic