AUBURN
Human Resources

Program Advisor II, Financial Aid & Scholarships

JOB INFORMATION

Job Code	KB24B
Job Description Title	Program Advisor II, 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
Approved Date:	8/25/2026 4:04:50 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Program Advisor II 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 analyzes and resolves routine and moderately complex issues, develops recommendations, coordinates operational activities, and supports the compliant and effective administration of financial aid and scholarship programs in accordance with established policies, procedures, and regulatory requirements.

RESPONSIBILITIES

- Administers and coordinates assigned areas of financial aid and scholarship operations with moderate independence, applying established procedures and seeking guidance for complex or unusual situations.
- Responds to routine and moderately complex questions related to assigned financial aid or scholarship processes and refers escalated, technical, or policy sensitive matters to higher level staff.
- Reviews, processes, reconciles, and documents financial aid and scholarship applications, materials, and transactions, analyzing eligibility and compliance requirements, resolving routine and moderately complex processing issues, and ensuring compliance with applicable federal, state, institutional, donor, and program-specific requirements in accordance with established policies and procedures.
- Determines, or supports the determination of financial aid, scholarship, fellowship, or other award eligibility within assigned areas by analyzing documentation, applying established criteria to moderately complex situations, making recommendations, ensuring compliance with applicable policies and procedures, and referring matters requiring higher-level approval or policy interpretation to appropriate leadership.
- 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 analysis of operational needs, coordination of routine planning activities, development of planning materials, and resolution of day-to-day planning and administrative matters within established policies and procedures.
- Participates in meetings and collaborates with internal teams, campus partners, and stakeholders by analyzing information, resolving routine and moderately complex matters with minimal guidance, developing recommendations, coordinating follow-up activities, and communicating timelines, milestones, and process updates in accordance with established policies and procedures.
- Maintains records, reports, process documentation, communications, and other materials for assigned areas by analyzing documentation for accuracy and compliance, resolving routine and moderately complex documentation issues with minimal guidance, and ensuring adherence to established policies and procedures.

RESPONSIBILITIES

- Collaborates with internal staff and campus partners to resolve routine and moderately complex issues within assigned areas, ensuring compliance with established policies and procedures and escalating matters as appropriate.
- Participates in training, professional development, conferences, and internal knowledge sharing to strengthen understanding of financial aid and scholarship regulations, assigned processes, regulations, institutional policies, and operational expectations.
- Monitors activities within assigned areas by analyzing operational trends, identifying routine and moderately complex issues, resolving issues within established authority, and recommending improvements to procedures, documentation, or workflow 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

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	2 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

Working knowledge of federal, state, institutional, donor-funded, and program-specific regulations, policies, and procedures applicable to financial aid and scholarship administration.	And
Working knowledge of financial aid and scholarship processes, including eligibility determination, awarding, verification, reconciliation, appeals, exception processing, and related compliance requirements.	And
Ability to interpret and apply regulations and requirements to routine and moderately complex situations and develop recommendations within established guidelines.	And
Ability to analyze operational and compliance issues and resolve routine and moderately complex matters independently.	And
Ability to exercise sound judgment and independent decision-making within established policies, procedures, and assigned authority.	And
Ability to coordinate operational activities, collaborate effectively with internal and external stakeholders, and support the administration of assigned financial aid and scholarship programs.	And
Ability to identify operational issues, analyze trends, and recommend improvements to processes, documentation, and workflow in accordance with established policies and best practices.	And
Skill in reviewing, reconciling, and maintaining financial aid and scholarship records, reports, communications, and supporting documentation.	And
Strong organizational, analytical, problem-solving, written communication, verbal communication, and technology skills, including proficiency with student information systems, financial aid management systems, and related software applications.	And

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				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				
Humidity	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