AUBURN
Human Resources

Program Advisor III, Financial Aid & Scholarships

JOB INFORMATION

Job Code	KB24C
Job Description Title	Program Advisor III, Financial Aid & Scholarships
Pay Grade	FO08
Range Minimum	$50,020
33rd %	$60,030
Range Midpoint	$65,030
67th %	$70,030
Range Maximum	$80,040
Exemption Status	Exempt
Approved Date:	8/25/2026 4:04:23 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Program Advisor III supports the Office of Financial Aid and Scholarships by independently administering and coordinating one or more specialized 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 serves as a subject-matter expert for assigned areas by resolving complex issues, developing recommendations, coordinating operational activities, and supporting the compliant, consistent, and effective administration of financial aid and scholarship programs.

RESPONSIBILITIES

- Independently administers and coordinates 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 programs.
- Serves as a subject matter expert for students, families, campus partners, and internal staff by addressing escalated or complex issues related to the assigned area of administration and topical expertise, including eligibility requirements, documentation needs, processing requirements, timelines, and available resources.
- Reviews, processes, reconciles, and documents complex financial aid and scholarship applications, materials, and transactions. Analyzes eligibility and compliance requirements, resolves complex processing issues, develops recommendations, and ensures compliance with applicable federal, state, institutional, donor, and program-specific requirements, referring matters requiring higher-level approval or policy interpretation to appropriate leadership.
- Determines, adjusts, or supports the determination of financial aid, scholarship, fellowship, or other award eligibility withing assigned areas by analyzing complex eligibility factors, developing recommendations, and ensuring compliance with applicable requirements, referring matters requiring higher-level approval or policy interpretation to appropriate leadership.
- Leads relevant appeal committees and other exception-based processes within assigned areas by analyzing complex cases, developing recommendations, and ensuring compliance with applicable requirements, referring matters requiring higher-level approval or policy interpretation to appropriate leadership.
- Supports planning and coordination for assigned operational areas through the coordination of stakeholder input, facilitating assigned planning activities, and recommending solutions to operational issues 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.

RESPONSIBILITIES

- Maintains records, reports, process documentation, communications, and other materials for assigned areas by analyzing documentation and compliance requirements, resolving complex documentation issues, identifying process improvement opportunities, and recommending corrective actions to support compliance, operational effectiveness, and consistent service delivery.
- Collaborates with internal staff and campus partners to resolve complex issues within assigned program areas, improve processes, promote coordinated administration of financial aid and scholarship programs, ensuring compliance with established policies and procedures and escalating matters as appropriate.
- Participates in training, professional development, conferences, and internal knowledge sharing opportunities to remain current on financial aid and scholarship regulations, institutional policies, assigned program requirements, industry best practices, and emerging operational needs.
- Monitors activities within assigned areas by analyzing operational trends, identifying complex issues and improvement opportunities, researching potential solutions, and developing recommendations 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	4 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

Advanced knowledge of federal, state, institutional, donor-funded, and program-specific regulations, policies, and procedures governing financial aid and scholarship administration.	And
Advanced knowledge of financial aid and scholarship processes, including eligibility determination, awarding, verification, reconciliation, appeals, exception processing, and related compliance requirements.	And
Ability to interpret, apply, and communicate complex regulations, policies, procedures, and program requirements and provide guidance within assigned areas of responsibility.	And
Ability to analyze complex student operational, and compliance-related issues, develop recommendations, and resolve problems in accordance with established requirements.	And
Ability to exercise sound judgment and independent decision-making in the administration of assigned financial aid and scholarship programs.	And
Ability to coordinate operational activities, facilitate collaboration among stakeholders, and maintain effective working relationships with students, families, faculty, staff, and campus partners.	And
Ability to identify operational risks, trends, and process improvement opportunities and recommend solutions to enhance compliance, service delivery, and operational effectiveness.	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.				

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