AUBURN
Human Resources

Financial Aid & Scholarships Support Specialist I

JOB INFORMATION

Job Code	KB25A
Job Description Title	Financial Aid & Scholarships Support Specialist I
Pay Grade	FO05
Range Minimum	$37,370
33rd %	$43,600
Range Midpoint	$46,710
67th %	$49,820
Range Maximum	$56,050
Exemption Status	Non-Exempt
Approved Date:	9/8/2026 3:10:22 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Financial Aid and Scholarships Support Specialist I supports the Office of Financial Aid and Scholarships by performing routine financial and administrative processing for assigned aid and scholarship programs, including document intake and review, data entry, records maintenance, work queue support, and the receipt, recording, and routing of external or outside scholarship checks and related materials. This position follows established procedures to facilitate timely and accurate processing and refers complex, policy-sensitive, or exception-based matters to appropriate staff.

RESPONSIBILITIES

- Performs routine financial and administrative processing support for assigned financial aid and scholarship functions, which may include federal or private student loans, scholarships or fellowships, external scholarships, Federal Work-Study, verification support, appeal intake and tracking, and other assigned financial aid and scholarship activities, including the receipt, recording, and routing of external scholarship checks and deposits in accordance with established procedures.
- Reviews submitted materials for completeness based on established requirements and procedures; identifies missing information; and initiates routine follow-up with students, families, campus partners, or internal staff.
- Responds to routine questions regarding documentation requirements, processing status, deadlines, general program information, and available resources; refers complex, escalated, policy-sensitive, or exception-based matters to appropriate staff.
- Assists Program Advisors, Assistant Directors, and other staff with routine workload tracking, report preparation, records maintenance, meeting materials, follow-up items, training materials, process documentation, and other operational support needs.
- Completes routine data entry, coding, tracking, verification support, record maintenance, and financial aid or scholarship processing tasks in applicable systems and maintains accurate records in accordance with established procedures.
- Receives, organizes, routes, and tracks student financial aid and scholarship documents, applications, forms, communications, and related materials in accordance with established procedures.
- Participates in training, cross-training, professional development, and internal knowledge-sharing activities to support accurate, consistent, and compliant financial aid and scholarship operations.
- Monitors assigned work queues, tracks outstanding items, maintains logs and reports, documents actions taken, and routes materials for review in accordance with established procedures.
- Identifies routine processing issues, documentation gaps, workflow delays, or data inconsistencies and communicates findings to appropriate staff for guidance, correction, or follow-up.

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	
High School Diploma or GED	High School Diploma of equivalent	and	4 years of	experience in financial support services	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

General knowledge of financial aid, scholarship, or related administrative processes sufficient to complete routine support activities and recognize matters requiring referral.	
Ability to manage multiple tasks, prioritize routine workload, meet deadlines, and escalate complex or exception-based matters appropriately.	
Ability to work collaboratively in a team environment and participate in cross-training to support continuity of operations.	
Ability to follow established financial aid, scholarship, institutional, and program procedures, checklists, timelines, and documentation standards with accuracy.	
Ability to review documents for completeness, identify missing information, complete routine processing tasks, and maintain organized records, logs, and reports.	
Ability to protect confidential student information and handle records in accordance with applicable privacy and institutional requirements.	
Ability to communicate clearly and professionally with students, families, campus partners, and internal staff regarding routine process questions, documentation needs, deadlines, and status updates.	
Ability to identify routine processing issues, documentation gaps, or workflow questions; manage assigned routine workload; meet deadlines; and escalate complex or exception-based matters appropriately.	
Skill in using Microsoft Office, email, shared files, databases, student information systems, document imaging systems, CRM systems, or similar technology to complete assigned work and support team operations.	

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:	Office and Administrative Support

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 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.