AUBURN
Human Resources

Financial Aid & Scholarships Support Specialist II

JOB INFORMATION

Job Code	KB25B
Job Description Title	Financial Aid & Scholarships Support Specialist II
Pay Grade	FO06
Range Minimum	$41,110
33rd %	$47,960
Range Midpoint	$51,380
67th %	$54,810
Range Maximum	$61,660
Exemption Status	Non-Exempt
Approved Date:	9/8/2026 3:10:35 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Financial Aid and Scholarships Support Specialist II supports the Office of Financial Aid and Scholarships by performing experienced financial and administrative processing for assigned aid and scholarship programs and coordinating assigned workflow activities, including processing external or outside scholarship checks and deposits and applying related awards to student financial aid records or accounts. This position promotes timely, accurate, and compliant processing by reviewing materials for completeness and accuracy, maintaining records, identifying processing issues or data inconsistencies, and providing operational support to Program Advisors, Assistant Directors, and other staff.

RESPONSIBILITIES

- Performs experienced 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 processing of external scholarship checks, deposits, and award transactions in accordance with established procedures.
- Responds to routine and moderately complex questions regarding documentation requirements, processing status, deadlines, general program information, and available resources; provides explanations based on established procedures and refers complex, policy-sensitive, escalated, or exception-based matters to appropriate staff.
- Receives, reviews, organizes, routes, and tracks student financial aid and scholarship documents, applications, forms, communications, and related materials to support timely, accurate, and compliant processing.
- Reviews submitted materials for completeness and accuracy based on established financial aid, scholarship, institutional, and program procedures; identifies missing or inconsistent information; and initiates routine follow-up with students, families, campus partners, or internal staff.
- Completes data entry, coding, tracking, verification support, record maintenance, and financial aid or scholarship processing activities in applicable systems; reviews records for accuracy, identifies discrepancies, and supports corrective actions in accordance with established procedures.
- Identifies processing issues, documentation gaps, workflow delays, or data inconsistencies that may affect financial aid or scholarship processing; communicates findings and assists with corrective actions, reconciliation efforts, or workflow improvements as assigned.
- Assists Program Advisors, Assistant Directors, and other staff with workload coordination, report preparation, financial aid and scholarship tracking, meeting materials, follow-up items, training materials, process documentation, and other operational support needs.

RESPONSIBILITIES

- Monitors assigned work queues, tracks outstanding items, maintains logs and reports, documents actions taken, and routes materials for review to support processing controls, compliance, and accurate financial records.
- Participates in training, cross-training, professional development, and internal knowledge-sharing activities to support accurate, consistent, and compliant financial aid and scholarship operations.

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	6 years of	experience in financial support services.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge of financial aid, scholarship, or related administrative processes sufficient to complete experienced support activities, apply established procedures, and identify issues requiring resolution or escalation.	
Ability to work collaboratively in a team environment and participate in cross-training to support continuity of operations.	
Ability to apply established financial aid, scholarship, institutional, and program procedures, checklists, timelines, and documentation standards to assigned processing activities.	
Ability to review documents for completeness and accuracy, identify missing or inconsistent information, complete assigned processing tasks, and maintain accurate records, logs, reports, and supporting documentation.	
Ability to manage multiple tasks, prioritize routine workload, meet deadlines, and escalate complex or exception-based matters appropriately.	
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 and moderately complex process questions, documentation needs, deadlines, and status updates.	
Ability to identify routine processing issues, documentation gaps, workflow delays, or data inconsistencies; manage assigned workload; meet deadlines; and escalate complex, policy-sensitive, or exception-based matters appropriately.	
Skill in using Microsoft Office, email, shared files, databases, student information systems, document imaging systems, CRM systems, reporting tools, or similar technology to support accurate records, workflow tracking, teamwork, and continuity of 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.