



Financial Aid Administrator– California Northstate University, Elk Grove, California, USA

Description:

Financial Aid Administrator, California Northstate University, Elk Grove, CA

California Northstate University's Student Financial Aid Office is looking for an energetic individual committed to providing excellent customer service to its constituents. The Financial Aid Administrator must be passionate about educating students and providing superior service. The Administrator will work very closely with prospective, current, past students, and their families with application completion, financial aid counseling, and other processes associated with determining eligibility and packaging financial aid. The Administrator will also work other University and College departments to maintain a collaborative team environment. Applicants must be able to function in an environment with interruptions. This position reports directly to the Financial Aid Manager.

Effort:

1.0 FTE, full time, benefits, \$20.00/hr

Responsibilities:

- Provide financial aid counseling and guide students and parents through financial aid processes to meet their needs.
- Resolve students and parents inquires relating to financial aid.
- Certify private educational loan in timely manner.
- Assist students with the completion of appropriate financial aid forms and applications using knowledge of University policies and procedures.
- Perform award packaging, needs analysis calculations, verification, and other file review processes to ensure conflict resolution and data integrity.
- Provide entrance and exit counseling to students.
- Process electronic data files using University software (CAMS).
- Perform clerical tasks for the Student Financial Aid Office.
- Assist the University Business Office with financial aid data reconciliation.
- Email notification to students regarding financial aid (loan certification and loan disbursement date, delinquent status, Tuition ease payment set up, disbursement receive, loan change status, enrollment status, pending documents from lenders, and incomplete financial aid documents).
- Participate in financial aid workshops such as interview day, orientation, entrance and exit loan counseling, Financial Literacy, and upcoming academic year update.
- Receive and analyze financial aid documents and scan into CAMS.
- Process withdrawal and LOA.
- Create budget and award financial aid in CAMS to eligible recipients.
- Set up Tuition ease payment.
- Maintain new and continuing students financial aid file.



- Assist Business Office with financial aid related tasks.
- Assist with running financial aid reports such as pending disbursement, delinquent, and school fund report.
- Assist with disbursement reconciliation.
- Assist in updating financial aid forms, when needed.
- Participate in projects related to financial aid.
- Attend training workshops and conferences in order to learn and stay current on financial aid regulations and processing.
- Perform other assigned duties that are within the area of knowledge and skills required by the job.
- Other duties as assigned by the Financial Aid Manager.

Qualifications:

Education and Experience:

Bachelor's degree in business, public administration, social sciences, or a closely related field and demonstrated successful experience in financial aid. Two to three years' experience working in a Financial Aid Office environment, financial aid administrator role, or other related position.

Knowledge and Abilities:

- Computer proficiency is significant.
- Ability to communicate complex information simply, both in writing and verbally.
- Strong interpersonal skills using tact, patience, and courtesy are paramount.
- Excellent organization skills, attention to detail, and accuracy are essential.
- Ability to prioritize and meet deadlines is required.
- Demonstration of integrity and ethics is foremost; high level of discretion with regard to handling confidential and sensitive information.

Qualities:

- Exceptional interpersonal communication skills (e.g., with students, faculty, etc.)
- Commitment to professional excellence
- Organizational skills; critical thinking skills; professional demeanor

Applications will be reviewed upon receipt. For full consideration, candidates should provide curriculum vitae/resume with at least three references. All candidates are asked to provide a cover letter, articulating how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

Please submit your cover letter, curriculum vitae, list of references, and any additional information to hr@cnsu.edu. Review of applicants will begin immediately and will continue until position is filled.



California Northstate is an Equal Opportunity and Affirmative Action Employer. All qualified candidates are encouraged to apply. For inquiries, please contact us at: **e-mail:** hr@cnsu.edu and/or **telephone:** (916) 686-7400.