



American Samoa Community College
Student Services-Financial Aid Division
EMPLOYMENT OPPORTUNITY

Position Title: Financial Aid Counselor I
Employment Status: Full Time 12 months (Career Service)

General Description:

Under the direct supervision of the Financial Aid Officer, the Financial Aid Counselor I will perform the day-to-day activities of a professional financial aid administrator. The primary function is to help students fund their education through Federal Student Aid (FSA) programs. The Financial Aid Counselor serves students daily by counseling and advising students and their families on the financial aid process and requirements. He/she evaluates applications, forms, documents, and Satisfactory Academic Progress (SAP) to determine eligibility, and also collects data, and keeps accurate records. The Financial Aid Counselor I ensures compliance with FSA programs and complies with the Rules of Behavior, and Privacy Act while accessing FSA systems. The Financial Aid Counselor I will carry out the responsibilities and expectations of a Financial Aid Administrator by adhering to all federal, state, and institutional regulations and deadlines with integrity, along with upholding the mission and vision of the American Samoa Community College.

Responsibilities and Duties:

- Actively participate in institutional committees, trainings and/or extracurricular activities
- Actively participate as a member in the institutional accreditation committees
- Support the mission and vision of the College, Student Services and Financial Aid Office
- Interpret and adhere to all federal, state, and institutional regulations, policies and procedures governing federal student aid including FERPA
- Assist students and their families with the financial aid process and FAFSA completion
- Provide financial aid counseling to students, families and perspective students regarding financial aid eligibility, and assist them with financial aid problems
- Review, evaluate and document all Institutional Student Information Record (SIR), financial aid forms and student documents submitted
- Maintain accurate and complete documentation of student files for verification and audit purposes
- Verify all student information provided on various financial aid forms and legal documents is accurate, current and consistent with applicable supporting documentation
- Generate student correspondence produced by the Financial Aid Office such as Award Letters, Verification Forms, SAP notifications, Missing Documents and other financial aid requirements
- Respond to student financial aid inquiries and thoroughly document details
- Develop a master counselor spreadsheet for the award year and update it daily
- Assign an appropriate budget to a student package, and award aid in accordance with federal, state, and institutional regulations, policies and procedures governing federal student aid
- Ensure aid is paid to students' accounts in a timely manner
- Resolve aid discrepancies, rejects, conflicts, over-awards, under-awards and/or R2T4

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- Identify students subject to Return of Title IV aid policy. Complete R2T4 calculation of aid earned or returned, make necessary adjustments, and notify both the student and the ASCC accounts receivable of the outcome
- Comply with the “Refund” requirements listed in Section II of the Student Federal Aid Guide
- Complete reconciliation of all aid awarded to each assigned student account
- Comply with all financial aid and institutional deadlines
- Monitor and evaluate satisfactory academic progress of students and advise accordingly
- Protect the privacy of all student files and information provided by the U.S. Dept. of Education. Maintain professionalism and confidentiality with all student interactions and transactions
- Serve as a resource to other staff and/or students as appropriate
- May supervise student employees
- Attend prospective student functions on campus, including appropriate SGA events
- Assist and actively participate in institutional or community events and/or outreach to present financial aid information
- Actively participate in the Financial Aid Awareness Month (February), National Financial Literacy Month (April), Financial Aid Day (3rd Wednesday in October each year) and other Financial Aid Community Awareness events and/or activities
- Remain current on all required training. Maintain competency and professional currency through self-directed professional reading, completing annual training and/or courses on the Federal Student Aid (FSA) Training Center, and participating in professional development training(s)
- Maintain complex use of computer programs and/or systems for reporting, tracking, monitoring and to process, record, and retrieve financial aid data
- Cross-train with assigned staff member as backup
- Contribute to the overall success of the Financial Aid Office by performing all other duties as assigned

Minimum Qualifications:

- Associate degree
- At least two (2) – five (5) years of direct work experience
- Professional knowledge in data management, systems, and processes
- Knowledge of Financial Aid policies and eligibility requirements
- Knowledge of basic tax forms, Family Education Rights and Privacy Act (FERPA), and basic mathematical and accounting principles

Preferred Qualification:

- Bachelor’s degree

Salary: GS-11/01-05: \$25,875.00 - \$30,035.00 per annum

Application Deadline: July 12, 2024 no later than 4:00pm

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Applications are available from the American Samoa Community College, Human Resources Office at 699-9155 Ext. 460/466/456/474, 699-2722 ext 3601/3602/3603/3604/3605/3606 or online at www.amsamoa.edu/employmentopportunities or by emailing ascchumanresources@amsamoa.edu.

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