



American Samoa Community College
Financial Aid Office
IN-HOUSE EMPLOYMENT OPPORTUNITY

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

General Description:

The Financial Aid Counselor I serves students on a daily basis. He/she counsels and advises students and their families on the financial aid process and requirements. Duties include evaluating Free Applications for Federal Student Aid (FAFSA) to determine student eligibility, collecting data and keeping accurate records; making sure applications follow federal, state and institutional regulations, policies and procedures; evaluating and monitoring students Satisfactory Academic Progress (SAP). The Financial Aid Counselor 1 must adhere to all federal, state and institutional regulations with integrity, along with upholding the mission and vision of the American Samoa Community College.

Responsibilities and Duties:

Administrative

- Actively participate in institutional or College committees, trainings and/or extracurricular activities
- Support the mission and vision of the College, Student Services and Financial Aid Office

Technical

- 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 prospective students regarding financial aid eligibility and with financial aid problems
- Review, evaluate and document all Institutional Student Information Record (ISIR), financial aid forms and student documents submitted
- Maintain accurate and complete documentation of student files for verification and audit purposes
- Verify that 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 and update master counselor spreadsheet for the award year daily
- Assign the 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' account in a timely manner
- Resolve aid discrepancies, rejects, conflicts, over-awards, under-awards and/or R2T4

- Identify students subject to Return of Title IV aid policy. Complete R2T4 calculation of aid earned or returned, make necessary adjustments, and notify student and Accounts Receivable of outcome
- Comply with the “Refund” compliance 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 deadlines
- Monitor and evaluate satisfactory academic progress of students and advise accordingly
- Protect the privacy of all student files and information provided by U.S. Department 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

Planning

- 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
- Must 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).

Reporting

- Maintain complex use of computer programs and/or systems for reporting, tracking, monitoring and to process, record, retrieve and 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:

- High School Diploma
- Knowledge of Family Education Rights and Privacy Act (FERPA)
- Professional knowledge in data management, systems and processes. Financial Aid policies and eligibility requirements.
- In lieu of education degree, two (2) years of working experience in the Financial Aid field

Salary Range: GS-13/04-08: \$18,340.00 - \$21,460.00 per annum

Application Deadline: November 29, 2021 no later than 4:00pm

Applications are available from the American Samoa Community College, Human Resources Office at 699-9155 Ext. 460/466/456/474 or by emailing Silaulelei Saofaigaalii at s.saofaigaalii@amsamoa.edu or ascchumanresources@amsamoa.edu.

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