



Job Description – Financial Aid Counselor

Department: Admissions

Reports to: Director of Admissions
(with a dotted line to Director of Development)

Position Summary

The Financial Aid Counselor will serve as a key contact person at Admissions, coordinating with Academic Affairs, Student Life, Bursar and Finance at NYU Shanghai, and the Global Financial Support Office at New York University to review, evaluate, and award named scholarships to Chinese students on a yearly basis. The Counselor will also work closely with the Development Office to coordinate gifts allocation to NYU Shanghai named scholarships, provide support for donor reports, and contribute to Development activities as required.

Responsibilities

- Plan, deliver and/or attend various special events (Admission events, group or individual financial aid information workshops, etc.) to present information and counsel applicants, students and parents on the financial aid application process and policies and procedures;
- Conduct in-person and online presentations to provide information to prospective students and advise on financial aid options and best ways to apply;
- Develop and supervise presentation materials (e.g., information regarding school cost/expenses and admissions and financial aid processes) and printed/online financial aid information; train staff (if applicable) in use of presentation materials (i.e., how to optimally convey information to prospective students);
- Respond to inquiries from students and internal offices;
- Set schedule and procedures and communicate with different stakeholders;
- Implement University priorities (e.g., enrollment targets), researching regulations to ensure University is in compliance, updating Financial Aid policy information database resource, developing joint policies and procedures with other departments, e.g. Registrar, and Bursar, etc.; perform proactive analysis to determine that compliance objectives are met;
- Generate complex, confidential reports using internal University database systems for managers and/or senior administrators;
- Audit department information to ensure quality control;
- Train department staff regarding new and revised policies and procedures when necessary;
- Flag aid eligibility issues;

- Administer customer service operations including establishing goals and procedures to provide and ensure high level of customer service (e.g. resolving processing issues and problems, providing advice and correct information to prospective and current students); prioritize influx of service requests and resolution of processing issues;
- Work effectively and professionally with students and/or parents, particularly those whose needs escalate beyond the scope of typical financial aid counseling, to ensure good service;
- Skillfully clarify required information and processes as well as alternative options as appropriate;
- Serve as point of contact for financial aid to some or all NYU Shanghai departments requiring financial aid knowledge and/or representation;
- Provide assessment and feedback to supervisors regularly; address problematic areas accordingly;
- Participate in development and implementation of ad-hoc projects to support financial aid missions and other admissions and Development work in general.

Qualifications

Required Education:

- Bachelor's degree; master's degree strongly preferred.

Required Experience:

- 2 years' relevant experience as a financial aid counselor in higher education institution or secondary school.

Preferred Experience:

- Experience in an academic environment or student services environment;
- Experience in supervising and training staff.

Required Knowledge, Skills, and Abilities:

- Excellent communication, organizational and interpersonal skills; ability to communicate with a diverse population;
- Ability to interpret and apply (complex) laws, policies and procedures;
- Familiarity with automated financial aid systems, word processing, spreadsheet and database software applications;
- Outstanding customer services skills; ability to respond to customer needs as prescribed by the University;
- Candidate must embrace and thrive in a high volume, fast-paced environment that embraces change.
- Ability to work independently as well as with a team.