



## Office of Scholarships and Financial Aid

### Financial Aid Counselor I or II – Fiscal Operations

#### Job Summary:

- Provide financial aid counseling for students and parents.
- Review FWS employment actions forms; monitor FWS earnings; correct earnings discrepancies as needed.
- Process Return of Title IV payments for Title IV recipients who have withdrawn from the university or cancelled enrollment after disbursement and ensure that funds are returned to the Department of Education within a timely manner.
- Establish scholarship and tuition waiver fund codes and federal work-study position numbers to enable awarding, disbursement, and funds management.
- Provide administrative support to the Fiscal Operations unit, including but not limited to, serving as backup to the Fiscal Operations Coordinator.

#### Qualifications:

##### Required:

- Bachelor's Degree
- Customer service experience.
- Strong interpersonal skills and excellent listening, verbal and written communication skills.
- Ability to identify issues, investigate possible reasons/solutions, evaluate possible outcomes, and develop the most efficient and effective plan of action for each individual situation.
- Sensitivity to the emotional nature of discussions related to finances, and the ability to balance requirements of federal, state, and institutional programs with concepts of customer service.
- An ability to clearly communicate in a presentation setting to groups and to individuals.
- Because of the nature of the information available to this staff member, the employee must be able to incorporate the need for confidentiality of information into every aspect of the job.
- Ability to work effectively with students who become angry or upset.
- Must display a consistent attitude of customer service.
- Clerical and bookkeeping experience preferably in a public educational institution. Familiarity with various reporting mediums and ability to work well with the public(s) of the office. Attention to detail and analytical thinking skills.

##### Preferred:

- Bachelor's Degree
- Experience working with students in a collegiate setting.
- Public speaking experience.
- Experience working in an online computer environment or with personal computer applications.
- Experience working with the financial aid process and a background in personal finance.
- One year of experience related to financial aid counseling.
- Experience in Clerical or Bookkeeping.

#### Application Procedure:

- Qualified applicants please apply online at <http://hr.okstate.edu/employment-opportunities>
- Contact Human Resources Staff for assistance at (405) 744-2909, email [osu-hr@okstate.edu](mailto:osu-hr@okstate.edu).
- Attach a Resume, Cover Letter, and a List of Professional References.
- Employment is contingent upon successful completion of a pre-employment background investigations.
- Position open until filled.

*As an equal opportunity and affirmative action employer, Oklahoma State University recognizes the power of a diverse community and encourages applications from individuals with varied experiences, perspectives, and backgrounds. Oklahoma State University employs only U.S. citizens and lawfully authorized non-U.S. Citizens. Oklahoma State University is an Affirmative Action/Equal Opportunity/E-verify employer committed to diversity and all qualified applicants will receive consideration for employment and will not be discriminated against based on age, race, color, religion, sex, sexual orientation, genetic information, gender identity, national origin, disability or protected veteran status. For assistance with the application process or to request an accommodation to enable application, contact OSU Human Resources, 106 Whitehurst, Stillwater, OK 74078 or call 405-744-7401. OSU is a VEVRAA Federal Contractor and desires priority referrals of protected veterans for its openings. OSU will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.*