



**Office of Scholarships and Financial Aid  
Sr. Financial Aid Counselor I**

**Job Summary:**

- Through in-person contact, telephone and email communication, provide information to prospective and continuing students regarding applying for financial assistance and the availability of federal, state and institutional aid.
- Use professional judgment in determining whether student has unusual circumstances that would affect financial aid eligibility. Work with the student and parents to ensure all documentation requirements are met.
- Provide guidance and information to students regarding maintaining and/or regaining eligibility for federal, state and institutional assistance.
- Review aid applications to verify accuracy and determine need for additional information.
- Work with assigned Undergraduate Admissions counselors to ensure prospective students have accurate financial aid and scholarship information.
- Act as a financial aid liaison for assigned college or other campus offices outside the Enrollment Management division so that the university community is educated regarding financial aid programs, policies and procedures.

**Qualifications:**

**Required:**

- Bachelor's Degree
- Sociology, Counseling, Psychology, Education or degree as determined by the department.
- Two years' experience related to financial aid counseling.
- Customer service experience working with students in a collegiate setting.
- Experience working with the financial aid process or experience in personal finance.
- Experience working in an online computer environment or with personal computer applications.
- 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.
- 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.

**Preferred:**

- Master's Degree
- Counseling, Student Development or Higher Education
- Three years' experience related to financial aid counseling.
- Customer service experience working with students in a collegiate setting.
- Experience working with the financial aid process or experience in personal finance.
- Experience working in an online computer environment or with personal computer applications.
- Public speaking experience.

**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.