

Title: Financial Aid Advisor



Burrell College of Osteopathic Medicine
Las Cruces, NM

"Para la gente, y el futuro! For the people, and the future!"

Position Purpose:

The Burrell College of Osteopathic Medicine (BCOM), a new private college of osteopathic medicine in Las Cruces, New Mexico, seeks applications from experienced and enthusiastic professionals for the position of Financial Aid Advisor. The Financial Aid Advisor serves as the first point-of-contact for visitors to the Office of Financial Aid and provides excellent customer service, while efficiently handling a variety of administrative responsibilities. The position performs a variety of complex duties involved in providing financial aid services and recommending available alternative for students; process and verify student financial aid loan applications; develop and award student financial aid packages in accordance with prescribed policies, procedures, regulations and guidelines; exercise professional judgement to determine whether adjustments should be made regarding a student eligibility; investigate, analyze information, and solve problems with students, staff, and/or faculty. Positions assigned to this classification perform office-related and customer-assisting services that includes complex and varied task and requires a high degree of independent judgement. The Financial Aid Advisor reports directly to the Assistant Director of Financial Aid, while providing executive support to the Director of Financial Aid.

Essential Duties and Responsibilities:

- Provide continuous financial aid assistance and counseling services on a daily basis to students, parents, university staff and others constituents regarding financial aid policy and processes through email, telephone, in person, presentations, and social media.
- Assist and advise students applying for federal, state and institutional financial aid programs; research available options and sources; discuss various eligibility criteria and explain ineligibility as necessary; interpret and explain the District's financial aid policies and procedures.
- Provide students with proper applications, documents, forms and reading materials; order brochures, applications and forms as necessary; assist students in filling out and reviewing applications and supporting documentation for completeness and accuracy.
- Analyze and verify financial data and evaluate student and parent ability to pay for education; evaluate and verify financial aid applications to determine eligibility requirements including parent and student income and assets, household size, untaxed income, investments and business assets and debts.
- Prepare and award well-balanced financial aid packages based upon determined needs; disperse award notification; advise students on terms, conditions, requirements and limitations of awards; resolve data conflicts and over-awards as necessary.
- Visit secondary schools, community colleges, and community groups to promote and explain the University's financial aid program.
- Represent the Office of Financial Aid to one or more BCOM departments and offices.
- Maintain financial aid student records and other records by reviewing and updating pertinent data via remote computer terminal; review and prepare computer inputs under prescribed guidelines.
- Participate in a full range of reporting duties; assist in compiling, analyzing, and maintaining data for the maintenance of various records and the preparation of various reports.
- Maintain current knowledge and learn new state and federal laws, rules, and regulations pertaining to financial aid; attend seminars, conferences, workshops, and other training sessions; participate in the development of new/revised procedures to accommodate changes that will positively affect efficiency and quality of services provided.

- Coordinate and oversee one or more administrative programs and/or service area as assigned.
- Monitor, review and maintain private loan reports; determine student eligibility and award grants according to established parameters; report all applicant eligibility and payments.
- Oversee the student loan program; develop procedures to facilitate the student loan application and disbursement process; prepare and send loan application response letters.
- Conduct presentations, workshops, and orientations to inform high school students, the community and various groups of financial aid program requirements and deadlines.
- Interact with federal, state, scholarship, social services and related agencies and financial institutions to facilitate the student eligibility process.
- Respond to inquiries, research, and resolve problems related to transactions handled by the unit; serve as liaison with other constituencies in the resolution of day-to-day administrative and operational issues.
- Train and serve as an operational resource to other staff and/or students, as appropriate; may supervise student employees or lower-level staff.
- Provide borrowers with information concerning the income potential of occupations relevant to their course of study, counseling at various stages of enrollment, interactive tools to manage debt, repayment options, information relevant to the prevention and management of defaults, as well as resources to enhance the information.
- Utilize professional judgment to adjust a student's eligibility based on documented mitigating circumstances in accordance with federal statutes; may refer complex eligibility situations to the Director.
- Provide support to students experiencing family, personal or economic crises, which may influence school performance; work with special needs populations to identify unique needs and coordinate appropriate services.
- Monitor and evaluate satisfactory academic progress, or academic eligibility, of students. Review and approve / deny student appeals relating to academic progress.
- Perform related duties as required
- Functional support for the Student Information Management Systems Coordinator, CAMS Enterprise
- Other duties as assigned

Preferred Qualifications:

- Previous experience in Osteopathic or Allopathic Medical College financial aid administration
- Master's degree in a relevant field
- Title IV Verification experience highly preferred
- Must have a thorough knowledge and understanding of the laws, regulations, and guidelines related to student financial assistance, as well as a good understanding of the technological support required for the efficient operation of the programs of the office, experience with CAMS preferred

Education and Experience:

An equivalent combination of education, training, and experience will be considered:

- Bachelor's degree in a relevant field plus one to three years of related experiences
- Strong oral and written communication skills are required
- Strong organizational and planning skills
- Exceptional interpersonal skills in order to work well with potential applicants, advisors, etc.
- Must have the ability to relate well with a diverse student population and other constituencies, particularly of the Southwestern US and Northern Mexico Border region
- Ability to maintain high energy level and enthusiasm for BCOM
- Ability to respond to difficult situations calmly and with credibility

- Respect for and ability to maintain confidentiality
- Ability to occasionally travel throughout the year, including weekends and evenings

Note: Applicants must currently be authorized to lawfully work in the United States on a full-time basis.

Applications will be accepted until position is filled, however, review of resumes is scheduled to begin immediately. Salary is commensurate with experience. EOE.

Application materials should include: cover letter, resume and names, addresses and phone number of three (3) professional references.

Applications will be accepted until the position is filled, and should be submitted by electronic submission (online application) to the BCOM Office of Human Resources, see link below or visit the Career Opportunities page on the BCOM website.

<https://bcomnm.org/online-application/>

*BCOM is an equal opportunity employer
and values diversity in our faculty and staff as an important aspect of the educational process.
BCOM encourages individuals with varied backgrounds and experience to apply.*