



## **Wingate University Position Description**

**Position Title:** Financial Aid Counselor: Continuing Students

Founded in 1896, Wingate University is a laboratory of difference-making that serves more than 3,600 students in North Carolina. Wingate offers 36 undergraduate majors as well as six master's and four doctoral programs. The University is home to the Cannon College of Arts and Sciences; the Levine College of Health Sciences; the Byrum School of Business; and the College of Professional Studies, which includes the Thayer School of Education and the School of Sport Sciences. The University's motto is "Faith, Knowledge, Service." Learn more at [www.wingate.edu](http://www.wingate.edu).

**FLSA Classification:** Exempt, 12 months

### **Job Summary:**

The Financial Planning Counselor provides a wealth of financial aid knowledge to students and families for federal, state, and institutional programs in accordance with all applicable rules and regulations, while providing superb customer service. The Financial Planning Counselor position reports to the Executive Director of Student Financial Planning and will have a high level of contact with students and families as well as being responsible for file review, and awarding/processing.

### **Primary Duties and Responsibilities:**

- Counsel undergraduate/graduate students and their parents on the financial aid application process.
- Advise students and parents on eligibility requirements for federal, state, and institutional aid.
- Ensure compliance with all financial aid policies, procedures, and regulations.
- Adhere to a superior level of customer service.
- Monitor and track financial aid files and paperwork.
- Support all day to day operations of the Financial Planning Office.
- Use the institution's multiple computer software systems to ensure an easy flow of data.
- Assist with projects as needed.

### **Minimum Requirements:**

Bachelor's degree required and one year of experience working in Financial Aid and knowledge of federal and state financial regulation is strongly preferred. Must be able to read, understand, apply, and explain federal and institutional policies and regulations, excellent interpersonal skills, and

demonstrate a commitment to developing connections with and providing superb customer service to the Wingate community, able to manage multiple tasks and work in a fast-paced and deadline-oriented environment, while maintaining accuracy and attention to detail and experience with Ellucian's PowerFacts is preferred. Desire to work in a student-centered and team-oriented creative environment and available for work on limited evenings as needed.

Please send a letter of interest, resume, and contact information of three professional references to [careers@wingate.edu](mailto:careers@wingate.edu).

*EQUAL OPPORTUNITY EMPLOYER: Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person's race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.*