



# JOB DESCRIPTION



INFORMATION			
<b>Job Title</b>	<i>Online Counselor</i>	<b>EEOC Job Classification</b>	Professional
		<b>FLSA Classification</b>	Non-exempt
<b>Department</b>	Financial Aid	<b>W/C Classification</b>	8868 – Administration/Faculty
<b>Reports To</b>	Director of Financial Aid	<b>Compensation</b>	TBD

## SUMMARY

Evaluates, approves, and awards financial aid to TMU Online students in accordance with federal, state, and university regulations, policies, and operating guidelines. Assesses financial needs of students, and advises students and parents regarding financial aid options, processes, and requirements.

## ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Analyzes and evaluates financial viability of TMU Online students, providing advice and counsel regarding available financial aid opportunities, eligibility requirements, and the application process.
- Reviews and assesses eligibility of applications for financial aid; exercises professional judgment to determine whether adjustments should be made.
- Reviews for accuracy and provides signature approval/disapproval of loan applications, and other financial documents.
- Responds to inquiries and researches and resolves problems related to transactions handled by the department; serves as liaison with other constituencies in the resolution of day-to-day administrative and operational issues.
- Provide information, on the telephone, and through electronic correspondence, to TMU Online students and prospective students regarding student financial aid, account balance, and registration status.
- Serves as liaison with state, federal, and other agencies; keeps abreast of student assistance opportunities and program regulations.
- Oversees the collection, management, and reporting of data in accordance with the objectives of the position; participates in the development and implementation of data management systems and procedures, as appropriate.
- Implements, coordinates, and oversees one or more specific administrative programs and/or service areas, as assigned.
- Participates in committee readings for scholarship selection and academic progress appeals.
- Perform other miscellaneous job-related duties as assigned.

## QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.

- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- Commitment to respect and submit to departmental and Institutional leadership.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of federal and state laws, regulations, and policies concerning the provision of financial aid to students.
- Knowledge of financial aid policies, procedures, and eligibility requirements.
- Knowledge of data management systems and processes.
- Must successfully pass a background investigation.

## SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

## EDUCATION AND EXPERIENCE

### Minimum requirements for this position:

- Bachelor's degree in related field required.
- One year experience in an educational institution preferred.
- Proficient in Microsoft Office Suite; Word, Excel and Outlook

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk, hear, speak, stand, and walk.
- Repetitive motions on a keyboard and looking at a computer monitor for an extended duration of time is required.
- This position requires the ability to occasionally lift, push, pull, grasp, and bend while lifting up to 30 lbs.
- Occasional travel may be involved including overnight stays.

## ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.