



NATIONAL AMERICAN UNIVERSITY

POSITION AVAILABLE

Denver Campus

1325 S Colorado Blvd, Suite 100 Denver, CO 80222

JOB TITLE:	Financial Aid Service Representative
HOURS:	The basic workweek shall be 40 hours (Monday through Friday, 8 am to 5 pm some evening hours required) plus any additional hours as assigned and approved by supervisor.
EDUCATION:	High school diploma or GED required, Associate degree in Accounting preferred.
SKILLS EXPECTATIONS:	Strong counseling and communications skills; solid typing and ten-key; ability to solve basic problems and/or situations; excellent customer service skills and ability to follow up with students; ability to comprehend basic information.
BASIC FUNCTION OF THE POSITION:	Provide technical assistance in the area of financial aid and student accounts to students attending National American University. Other assistance required in the area of collecting financial aid verification paperwork and contacting students to complete loan counseling and acceptance of their award letter. Monitor all facets of financial aid and student account paperwork for students attending National American University (NAU).
DUTIES AND RESPONSIBILITIES:	<p>Processes and disburses student loan checks and EFT disbursements. Checks student's attendance and disburses receipts.</p> <p>Processes and completes the student account portion of the registration procedure including promissory notes and payment plans.</p> <p>Collects balance owed on active student accounts utilizing phone contact, email, regular mail, blocking from class, etc.</p> <p>Prepares and updates collection report with student account and financial aid information and participates in weekly collection report meetings.</p> <p>Determines if a student has withdrawn and processes appropriate paperwork. Completes refund worksheets, etc. and forwards for further action. Continues to collect on outstanding balances for 90 days.</p> <p>Reviews and makes tuition adjustments, employee discounts and other miscellaneous entries.</p> <p>Prepares invoices for CTA, MTA and VA as assigned.</p> <p>Assists new students by providing an estimated needs analysis for incoming students and assists them in applying for Federal Student Aid Programs and/or other programs.</p> <p>Counsels and assists campus students in handling their school finances by obtaining signatures on all necessary forms, utilizing Contact Manager as a daily tickler system and documentation of financial aid activity and results of follow up; processes and completes the financial aid portion of the registration procedure; assists with additional loan requests.</p> <p>Administers and reviews the verification process.</p> <p>Assists students and parents during orientations by conducting group entrance counseling/default management sessions.</p> <p>Conducts group exit counseling sessions when needed.</p> <p>Attends state/local financial aid meetings upon request.</p> <p>Completes and/or distributes Federal Work Study authorization forms.</p> <p>Assists veterans in applying for VA benefits according to policies and procedures.</p> <p>Coordinates front office phone coverage and mailing responsibilities.</p> <p>Other duties as assigned by the associate director or director of financial aid.</p>
REPORTS TO:	Associate Education Center Director, Director of Student Accounts/Central Admin and Director of Financial Aid/Central Admin.

If you desire to be considered for this position, please submit a letter of interest, resume and application (www.national.edu) to Larry Jackson at the above address.