



# NATIONAL AMERICAN UNIVERSITY

**Position Description  
Rio Rancho Campus  
1601 Rio Rancho Blvd, Suite 200  
Rio Rancho, NM 87124  
505-348-3750**

**I. POSITION TITLE:** Financial Services Representative

**II. EMPLOYEE CLASSIFICATION:** Classified

**III. JOB CLASSIFICATION:** Nonexempt

**IV. ACCOUNTABLE/REPORTS TO:** Financial Aid Coordinator; Director of Financial Aid at Central Administration

**V. POSITIONS REPORTING TO THIS POSITION:** None

**VI. DUTY HOURS:** 40 hours per week

**VII. MINIMUM REQUIREMENTS:**

**EDUCATION:** Associates degree required, bachelor's degree preferred

**EXPERIENCE:** minimum one-year customer service/business experience.

**PHYSICAL:** Able to lift up to 30 pounds occasionally and lift up to 10 pounds frequently; able to sit for long periods of time; occasional trips up and down stairs; standing and bending to file; manual and finger dexterity.

**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.

**VIII. BASIC FUNCTION/PURPOSE OF THE POSITION:** Provide student assistance with the ability to understand the technical verbiage and application processes involved with federal financial aid as well as the ability to provide financial aid estimates. 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 financial aid paperwork for students attending National American University (NAU) in support of the mission of the university as defined by the university president and the board of governors.

**IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:**

- \* A. Assist new students by doing an estimated need analysis for incoming students and assisting them in applying for Federal Student Aid Programs and/or other programs.

- \* B. Counsel and assist 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; processing and completing the financial aid portion of the registration procedure; assisting with additional loan requests, complete loan data disbursement sheets, perform entrance loan counseling
- \* C. Administer and review the verification process by collecting verification documents, insuring all appropriate signatures are obtained; collecting verification worksheets, tax returns and W-2s if applicable; and securing dependency documentation if applicable
- D. Assist students and parents during orientations by conducting group entrance counseling/default management sessions, if applicable and conducting group exit counseling sessions, if applicable
- E. Attend state/local financial aid meetings upon request.
- F. Complete/Distribute Federal Work Study authorization forms.
- G. Assist veterans in applying for VA benefits, as applicable.
- \* H. Work with other financial aid employees to ensure that all financial aid paperwork is completed for all students, future and current.
- I. Other duties as assigned by campus vice president or director of financial aid.

**X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:**

- A. All NAU staff and faculty including central administration.
- B. All students and parents.
- C. Refer all federal and state agencies and organizations to the director of financial aid/central administration.

**XI. LIMITS OF AUTHORITY:** As defined by the policies, procedures and practices of the university and/or university president.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the institution.

\*Denotes essential elements of the position.

If you are interested in this position, please send a letter of interest, [application](#) and resume to Brenda Graves at the address above.