To apply, submit an employment application (click here for application), resume, and letter of interest to: System Director of Financial Aid
5301 S Highway 16
Rapid City, SD 57701

SENIOR FINANCIAL SERVICES REPRESENTATIVE
Position Description

Summary
The Senior Financial Services Representative provides technical and other assistance in the area of financial aid to students attending National American University; assists with monitoring and mentoring Financial Service Representatives (FSR & FSRII) with regard to all duties/responsibilities/expectations of the position and perform the FSR’s duties and responsibilities in their absence in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Senior Financial Services Representative must satisfy the following minimum qualifications:
1. Bachelor’s degree or equivalent combination of education and/or experience required.
2. Three years financial aid experience required with strong accounting background preferred.
3. Minimum one year customer service experience is required.
4. Supervisory experience is preferred.
5. Computer experience required, particularly in Excel and Word.
6. Ability to successfully pass a background check including being in good standing (not in default/overpayment) on all Title IV funds.

Skills and Attributes
The Senior Financial Services Representative must possess the following skills and attributes: solid typing and ten-key skills; ability to solve complex problems and/or situations; excellent attention to detail and follow up; ability to comprehend and analyze detailed information; proven math and/or accounting skills; excellent customer service and communication skills; computer experience required particularly in Microsoft Excel and Word.

Essential Functions
The Senior Financial Services Representative performs the following essential functions:
1. Complete all FSR & FSR II duties and responsibilities.
2. Maintains availability to travel to university campuses for training and assistance or other state/local financial aid meetings.
3. Assists with submitting the annual FISAP application to the Department of Education.
4. Assists with Reconciliation of Title IV funds.
5. Assists in resolving all problems with Direct Loan, including origination, manifest, change, disbursement and reconciliation.
6. Assists with disbursement approval of student awards.
7. Assists methods of physical set of fall, winter, spring and summer quarter disbursement of loans, grants, scholarships and federal work study.
8. Keeps abreast of all changes and/or proposed changes in legislation that affect student financial aid by regularly reading information disseminated through the Federal Register, and any other publications that are pertinent. Advises management with respect to same.
9. Works closely with all central and campus Financial Services Representatives in disseminating aid information and materials to students and administrators.
10. Attends and participates in state, regional and national financial aid organizations.
13. Assists with financial aid audit and program reviews for central and campus locations.
14. Provides support and assists in the absence of the Financial Services Manager.
15. Assists in one-on-one coaching of Financial Services Representatives.
16. Performs other duties as assigned.

**Required Work Hours**

Forty hours per week during daytime, evening, and weekend hours. Scheduled work shifts will be between the hours of 6:00 a.m. and 7:00 p.m. and may change. Overtime may be required, or permitted with prior approval.

**Reporting and Supervisory Responsibilities**

1. The Senior Financial Services Representative reports to the Financial Services Manager.
2. This position has no supervisory responsibilities.

**Physical Requirements**
The Senior Financial Services Representative must be able to speak, hear, see, write, read, type, dial, reach, and bend.

**Travel**

Periodic travel, including airline travel and overnight stays, may be required.