To apply, submit an employment application (click here for application), resume, and letter of interest to: Campus Director
Mark Hull, mdhull@national.edu
1079 Space Center Drive Suite 140
Colorado Springs, CO 80920

Campus Financial Services Representative

Minimum Qualifications
The Campus Financial Services Representative must satisfy the following minimum qualifications:
1. Associate’s degree or equivalent combination of education and/or experience required; and or
2. One-year prior financial aid experience with strong accounting background preferred; and,
3. Customer service experience preferred; and,
4. Ability to successfully pass a background check including being in good standing (not in default or overpayment) on all Title IV funds.

Skills and Attributes
The Campus Financial Services Representative possess the following skills and attributes: solid typing and ten-key skills; ability to solve basic problems and/or situations; excellent attention to detail and follow up; ability to comprehend basic 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 Campus Financial Services Representative performs the following essential functions:
1. Assist students in applying for Federal Student Aid Programs and/or other programs and provides students with a comprehensive estimate of their individual financial plan, Estimated Program Cost Worksheet (EPC) and Academic Year Cost Estimate Worksheet (AYCE).
2. Reviews NSLDS (National Student Loan Data System) to ensure proper financial aid awarding.
3. Counsels and assists students in handling their school finances by obtaining signatures on all necessary forms, utilizing Contact Manager as a daily tickler system and documentation of finance activity and results of follow up. Collects required student documents and payments utilizing phone contact, email, regular mail, blocking from class, etc. Processes and completes the finance portion of the registration procedure.
4. Counsels students on Change of Program and Change of Campus about their financial aid eligibility based on the requested Change of Program and or Change of Campus.
5. Assists students with Master Promissory Note (MPN) and federal student loan entrance counseling, as applicable.
6. Assist Military and Veteran students with general questions and directs these students to the System Military Finance Advisors for documents and specific benefit counseling.
7. Reviews daily, all student accounts to ensure posting of appropriate charges and financial aid payments. Posts any payments received directly at the campus to the student’s ledger in Campus Vue. Ensures special billing methods are properly documented prior to Central Student Account quarterly tuition and fees.
8. Prepares and updates collection report(s) with collections and financial aid information and participates in weekly accountability calls and campus meetings as necessary.
9. Completes, distributes and collects signed federal work study authorization forms, if applicable.
10. Sets and follows up on payment plans to collect any balances owed.
11. Coordinates with Campus Director, Central Collections and Central Administration to obtain approved re-entry payment plans for Re-entry students with prior balances. Follows up and collects on these payment plans.
12. Prepare invoices for Company Tuition Assistant (CTA), other outside resources, and cash due. Excluding Military Tuition Assistance (MTA) and Chapter 31 invoices which are prepared by System Military Finance Advisor.
13. Contact students with C-Codes and or students selected for Verification. Frequently follows up with the students to assist them in completing the process.
14. Prepares and reviews Financial Aid checklist to ensure all required documents are received and completed properly.
15. Documents within University’s database, contact manager, with all proper student financial activity and results of follow up.
16. Maintains availability to travel to all University campuses for training and assistance.
17. Ensures that the financial packaging process is completed each quarter for all students as assigned and meeting published quarterly goals.
18. Ensures that student aid packaging/processing guidelines are in compliance with federal, state and institutional rules and federal regulations.
19. Determines if a student has withdrawn and reviews the ledger account with the student and monitors to ensure the withdraw process is completed at Central including account reconcile activity is completed and transferred to 90 day collector and ensures Exit Counseling is completed within 30 days.
20. 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 7:00 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 Campus Financial Services Representative reports to the Campus Director.
2. This position has no supervisory responsibilities.

**Physical Requirements**
The Campus 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.