



Financial Aid Support Specialist

Purpose of the Position

The Financial Aid Officer is responsible for providing a positive and superior experience for all IMBC students. (New students, Current and Graduated students). This position is for our Erie, PA campus. This is not a remote position, but rather one that would require the candidate to work on the school campus each day. This position will partner with other financial aid staff members and the Admissions teams, to follow and meet all compliance expectations, conduct financial aid affordability plans, conduct outreach to students who have outstanding items, walk students through FAFSA and all financial aid document completion, assist with all financial aid packaging steps, utilize technology for efficiencies, provide campus tours as needed, assist the School Director as needed, and participate in required meetings and IMBC graduation events.

Primary Duties and Responsibilities

- Effectively partners with the admissions team to provide superior service to all potential and current students. Helps students understand the Financial Aid process.
- Assesses financial needs of students, and advises students and parents regarding financial aid options, processes, and requirements.
- Will be trained on presenting student award packages to students in accordance with federal, state, and IMBC regulations, policies, and operating guidelines.
- Reviews for accuracy and provides signature approval/disapproval of loan applications, promissory notes, and other financial documents.
- Conducts entrance and exit interviews, in accordance with IMBC, state, federal, and other agency guidelines.
- Assist in all necessary reporting requirements of the Financial Aid Department, as necessary.
- Responds to inquiries and researches and resolves problems related to transactions handled by the financial aid team; serves as liaison with other teams in the resolution of day-to-day administrative and operational financial aid issues.
- Provide information, in person, on the telephone, and through electronic chat, to students, prospective students, and families regarding student financial aid, account balance, and financial aid status.
- Assists the School Director with community events and attend high school career fairs and information sessions as needed.
- Demonstrate compliance in all aspects of working with financial aid.
- Assist students with getting financial aid documents completed.
- Demonstrates knowledge of and carefully follows all applicable federal and state compliance requirements and regulations including those prescribed by the Department of Education, ABHES, PA Commonwealth, and internal IMBC policies and procedures.

- Be committed to a flexible IMBC work schedule that may include evening hours and weekend hours, when necessary.
- Study and thoroughly understand both the Online and Residential school catalogs, employee handbook and student handbook and understand all the procedures and expectations.
- Study and adhere to the ABHES and PA Department of Education standards for Financial Aid expectations.
- Assist with planning and hosting Advisor Board meetings (PAC meetings) at least twice a year, and coordinate with School Director.
- Responsible for working with students in a positive and encouraging manner, while respectfully communicating their financial aid status.
- Assist with developing and maintaining a Financial Aid process manual.
- Attend weekly meetings as needed.
- Performs other duties and responsibilities as assigned.

Education/Experience

- Experience in Financial Aid, is preferred.
- Experience in a career college environment, is preferred.

Associated Knowledge, Skills & Abilities

- Exceptional interpersonal skills.
- Ability to motivate, remain positive, engage team members, and lead by example.
- Effective customer service and conflict resolution skills.
- Excellent written and verbal communication skills.
- Detail and deadline oriented, flexible to rapid change.
- Ability to verify and assess student eligibility for financial aid.
- Ability to analyze and solve problems.
- Ability to work in a fast paced work environment.
- Ability to perform telephone work throughout the day. Talking with customers and students on the telephone.