



ANDERSON UNIVERSITY

Office of Work Life Engagement

POSITION ANNOUNCEMENT

Position: Financial Aid Support Specialist
Department: Student Financial Services
Reports to: Assistant Director – Student Financial Services & System Analyst

Responsibilities:

The Financial Aid Support Specialist will contribute to the outstanding student experience by ensuring students, families, and prospective students experience excellent customer service when they visit or contact the Office of Student Financial Services. The Financial Aid Support Specialist will supervise and train student assistants and will manage all office related functions. Specific responsibilities include providing coverage for the front desk, managing student inquiries, administering student surveys; scheduling appointments and meetings; maintaining inventories of supplies, forms, and publications; printing, student file maintenance; mailings. The Financial Aid Support Specialist will also be responsible for the processing of Department of Education files, transmitting system communications to students and families, resolving processing discrepancies, assisting with the scholarship manager system and assisting with campus events. Flexibility to work additional or adjusted hours during peak season required.

Qualifications: Must meet university lifestyle expectations.

Anderson University is seeking applicants for this position who enjoy customer interaction and have a strong desire for servant leadership. The ideal candidate must have strong written and oral communication skills to clearly communicate requested information, procedures, and policies; must demonstrate moderate to advanced use of Microsoft Word and Excel, prior experience with PeopleSoft or other administrative database system helpful; must demonstrate ability to prioritize and handle multiple tasks; able to work independently without immediate supervision; must demonstrate ability to effectively organize time and tasks; must be able to work in open office area with frequent interruptions; must be able to work in a team environment focused on providing an outstanding student experience. Must demonstrate a commitment to the university's core values and meet the lifestyle expectations.

This is a 100% FTE position. Eligible for full university benefits.

Position Available: Review of candidates will begin immediately and continue until the position is filled.

Qualified and interested candidates should submit a letter of interest, resume and employment application <http://www.anderson.edu/uploads/hr/staff-application.pdf> to staffjobs@anderson.edu. Persons with an application on file or current university employees should send an email to staffjobs@anderson.edu to express interest in this position. Current employees are also expected to notify their supervisor of their interest in this position.

Anderson University is a private Christian university in central Indiana, located near [Money's #1 Best Places to Live in 2017](#) and [Town & Country Magazine's #1 Best Place to Live](#). Anderson University continues to be recognized as one of America's top colleges by U.S. News and World Report, and The Princeton Review. Established in 1917 by the Church of God (Anderson, Ind.), Anderson University offers more than 50 undergraduate majors and graduate programs in business and theology. The University's location in the central part of the state allows easy access to state parks, several boating lakes, and beautiful farmland. The close proximity to Indianapolis, the state's capital, offers a full range of cultural and entertainment amenities.

AU is an equal opportunity employer. Persons who bring diversity are encouraged to apply. Anderson University complies with federal and state requirements for non-discrimination in employment with regard to sex, age, race, color, disability, and national and ethnic origin.