Some Characteristics of the Office of Student Financial Aid and Its Staff

The Office of Student Financial Aid serves undergraduate and graduate students who seek financial assistance to help pay for educational expenses. Approximately 80% of the students enrolled at The University of Iowa receive some type of financial aid. Funds are from federal, state, institutional, and private agencies.

Currently, the Office of Student Financial Aid staff includes six administrators, two administrative assistants, seven financial aid counselors, two financial literacy specialists, nine support staff, and several part-time student employees.

We seek candidates who:  
• work well with details  
• function well in stressful situations  
• are able to solve problems  
• collaborate well with other staff members  
• are direct, diplomatic, and compassionate

Characteristic Duties and Responsibilities of the Financial Aid Counselor

1. To counsel and advise students, parents, and the general public about federal, state, and institutional financial aid programs, policies, and procedures.

2. To review for accuracy and consistency the financial aid application materials that are used to determine the family's expected contribution.

3. To revise awards whenever changes occur.

4. To present financial aid information to various groups on or off campus.

5. To assist administrators with projects, duties, and special tasks.

Information About the Position of Financial Aid Counselor

1. Financial Aid Counselors hold full-time professional positions.

2. The main responsibilities for the Financial Aid Counselors are telephone counseling, walk-in counseling, and responding to emails. Financial Aid Counselors also verify financial aid applications. This highly-detailed task involves the review of income and asset information. The position requires the ability to work rapidly and accurately under pressure.

3. The financial aid application process is cyclical. The peak period begins in March and continues through October.

4. The work that Financial Aid Counselors are asked to perform in the Office of Student Financial Aid is quite challenging. Financial crises for students and parents can occur at any time as can changes in federal financial aid regulations. Although the work is demanding at times, it is also satisfying and rewarding.

5. Financial Aid Counselors are supervised by the Senior Associate Director.