

OKLAHOMA BAPTIST UNIVERSITY

POSITION DESCRIPTION

Title: Student Financial Services
Counselor

Department: Student Financial Services

OBU Mission Statement

OBU transforms lives by equipping students to pursue academic excellence, integrate faith with all areas of knowledge, engage a diverse world, and live worthy of the high calling of God in Christ.

Expectations for all Employees

Oklahoma Baptist University achieves its mission through a shared commitment to the following expectations. All employees must embrace these expectations and model them in their behavior.

- *Demonstrate commitment to the essentials of the Christian faith.*
- *Commit to the mission and vision of Oklahoma Baptist University.*
- *Treat people with dignity and respect.*
- *Build relationships on honesty, integrity, and trust.*
- *Strive for excellence through teamwork, leadership, and a strong work ethic.*
- *Manage human and financial resources wisely and efficiently.*

Purpose: The Student Financial Services (SFS) team is looking for an SFS Counselor to counsel prospective and enrolled students, parents, and others about the student financial aid program and application process, and to ensure compliance with federal, state, and university regulations. This is an entry-level position providing front-line customer service.

Essential Functions:

- Counsel students and parents concerning the costs of college and the programs available to help meet those costs.
- Interview and advise prospective and current students of federal, state and university application processes and financial aid requirements.
- Explain and interpret student loan repayment requirements and options.
- Verify accuracy and completeness of financial aid applications.
- Determine student eligibility for federal and state financial aid programs.
- Award federal, state and institutional aid, strictly adhering to the respective regulations and guidelines.
- Maintain accurate records on computerized data systems and generate internal reports as needed using system report writer, spreadsheets and word processing.
- Monitor the student accounts receivable, help students set up payment plans, assess late charges, and contact students concerning past due payments.
- Regularly review activities; recommend improvements to enhance effectiveness of the program.
- Maintain the confidentiality of department and University information.
- Maintain files and compile reports for supervisor.
- Perform other duties as assigned.

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POSITION DESCRIPTION

Required Qualifications:

- Knowledge of principles of personal service and promoting services, including marketing strategy and tactics, demonstration techniques, and control systems of human behavior; individual differences in ability, personality, and interest.
- Ability to motivate people so that effective action results to internal and external parties.
- Ability to communicate information and ideas clearly, orally and in writing.
- Able to actively look for ways to help people using logic and reasoning to identify and solve complex problems through developing and evaluating options and implementing solutions.
- Must have exceptional follow-up skills for closing communication loops.
- Able to establish and maintain effective working relationships with others.
- Able to handle stressful situations in a fast-paced environment.
- Able to understand and explain complex policies and procedures in clear, easy to understand terms.
- Possess high standards of conduct, appearance, and attitude.
- Possess knowledge of guest experience satisfaction.
- Proficient with Microsoft Office.
- Fast learner with Software Applications.
- Possess the physical mobility and stamina to walk about the campus and various offices.

Education:

- Bachelor's degree.
- Experience in a college financial aid office may substitute for a Bachelor's Degree.

Experience:

- **Preferred:** Experience in a college financial aid office with significant student contact.
- **Required:** Customer service experience where required Knowledge, Skills, and Abilities are demonstrated.

Special Requirements:

- Must be a member of a local evangelical* Christian church.
*Evangelical is a broad term referring to segment within Christianity which maintains the authority of the Bible and the belief in salvation by faith in Jesus alone.
- Please apply using the link for "Administrative Staff Applications" on the OBU website at: <https://www.okbu.edu/hr/jobs.html>

OBU Benefits Summary:

OBU understands that our employees are our most valuable assets when fulfilling our mission. We strive to offer an extensive array of benefits and opportunities for employees to choose from. Full-time employees benefit from the generous OBU provision of premium contributions for nationwide family-friendly Health and Dental coverages along with free life insurance that includes accidental death and dismemberment equal to an employee's base salary. OBU provides

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access to optional employee-paid ancillary benefits like vision, hospitalization, critical illness, accident, additional employee-paid family life insurance coverages, and education benefits at OBU and other institutions of higher education. There is generous paid time off that includes annual granted vacation time, accrued sick leave, six annual holidays, and week-long breaks for Thanksgiving and Christmas that include energy conservation days. For all employees working at least half-time, there is an employer matching opportunity for retirement investments in a 403(b)(9) plan administered by Guide Stone. There are numerous other perks and opportunities for OBU employees including FREE family membership to the OBU Recreation and Wellness Center or RAWC, Global outreach university mission trips, cafeteria discounts, and parking privileges to name a few. For more information about the current OBU employee benefits and opportunities, please contact the Human Resources staff at HR@okbu.edu.