



501 East 38th Street  
Erie, PA 16546

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800-825-1926  
[mercyhurst.edu](http://mercyhurst.edu)

## Student Financial Services Counselor

Location: Erie  
Department: Student Financial Services  
Reports To: Assistant Director of Student Financial Services  
Full/Part Time: Fulltime  
Classification: Staff  
Closes: Open Until Filled

### SUMMARY

The SFS Counselor assists and supports the director in the administration of student financial assistance, scholarship, and student employment programs in compliance with federal and state regulations and institutional policies. The SFS Counselor manages one or more federal, state, and institutional student aid programs.

### DUTIES AND RESPONSIBILITIES

- Coordinate/manage one or more federal, state, and institutional financial aid programs. This includes ensuring compliance, developing, and maintaining written procedures in the administration of the program, setting and following an annual schedule of activities and deadlines required to administer the program, monitoring and overseeing program budget, and reconciling student aid and/or scholarship fund accounts.
- Analyze, interpret, and follow federal, state, and institutional regulations and guidelines in administering one or more federal, state, private and institutional student aid and scholarship programs.
- Perform student aid needs analysis, verification of financial data and other criteria to confirm student aid

- Attend occasional professional development conferences on or off campus which may require travel and overnight stay.
- Fund reconciliation.
- Demonstrate excellence in interpersonal and communication skills with emphasis on superior customer service in a high-volume environment. Ability to represent the office in a positive and professional demeanor and appearance. Strong verbal and written communication skills.
- Ability to work independently and proactively as a member of a team.
- Ability to work in a culture of diversity, respect, and inclusion.
- High level of personal responsibility along with a positive and cooperative attitude. Demonstrate initiative and follow through on tasks and ownership for assigned functions.
- Demonstrate ability to manage multiple tasks and handle time sensitive competing priorities. Ability to quickly identify and respond to wide-ranging topics, including taking steps to resolve problems effectively.
- May include staff and student work study supervision.
- Other related duties as assigned.

## EDUCATION AND EXPERIENCE

An associate degree is required, and a bachelor's degree is preferred, along with 12 months of financial aid, business, finance, or other higher education experience. An equivalent combination of education and experience will be considered. Knowledge of federal and state

## APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources  
Mercyhurst University  
501 East 38th Street  
Erie, PA 16546  
[hrinfo@mercyhurst.ed](mailto:hrinfo@mercyhurst.ed)

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admission, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.