



**American Samoa Community College**  
**Student Services-Financial Aid Division**  
**EMPLOYMENT OPPORTUNITY**

**Position Title:** Financial Aid Counselor I  
**Employment Status:** Full Time 12 months (Career Service)

**General Description:**

Under the direct supervision of the Financial Aid Officer, the Financial Aid Counselor 1 will perform the day-to-day activities of a professional Financial Aid Administrator. His/her primary responsibility is to help students fund their education through Federal Student Aid (FSA) programs. The Financial Aid Counselor counsels and advises students and their families on the financial aid process and requirements. He/she evaluates applications, forms, documents, and Satisfactory Academic Progress (SAP) to determine eligibility, collects data, and keeps accurate records. The Financial Aid Counselor I ensures compliance with FSA programs and compliance with the Rules of Behavior, and Privacy Act while accessing FSA systems. The Financial Aid Counselor I will carry out the responsibilities and expectations of a Financial Aid Administrator by adhering to all federal, state, and institutional regulations and deadlines with integrity, along with upholding the mission and vision of the American Samoa Community College.

**Responsibilities and Duties:**

- Participate in institutional committees, trainings and extracurricular activities, and contribute to campus events
- Actively participate as a member in the institutional accreditation committees
- Support the mission and vision of the College, Student Services and Financial Aid Office
- Interpret and adhere to all federal, state, and institutional regulations governing federal student aid including FERPA
- Assist students and their families with the financial aid process and FAFSA completion, and provide counseling
- Review, evaluate and document all Institutional Student Information Records (ISIR), financial aid forms, and student documents
- Maintain accurate, complete records for verification, audit purposes, and reconciliation
- Verify and evaluate student documents and ensure accuracy for audit and compliance
- Generate and manage correspondence regarding Award Letters, SAP notifications, and other financial aid requirements
- Monitor Satisfactory Academic Progress (SAP) and advise students accordingly
- Respond to inquiries, document details, and provide resolution support
- Update master counselor spreadsheet daily to monitor student aid
- Assign an appropriate budget package, and disburse aid according to policies
- Reconcile aid and ensure timely aid disbursement to student accounts
- Resolve aid discrepancies such as rejects, conflicts, over/under-awards and R2T4 calculations

- Identify students subject to Return of Title IV aid policy. Complete R2T4 calculation of aid earned or returned, make necessary adjustments, and notify the student and accounts receivable of the outcome
- Comply with the “Refund” requirements listed in Section II of the Student Federal Aid Guide
- Ensure compliance with all deadlines
- Protect the privacy of all student files and information, and maintain confidentiality in all student transactions
- Serve as a resource to students and staff for financial aid-related questions
- Supervise student employees, if applicable
- Attend student functions and Student Government Association (SGA) events
- Participate in outreach activities to present financial aid information, including Financial Aid Awareness Month (February), National Financial Literacy Month (April), Financial Aid Day (3<sup>rd</sup> Wednesday in October) each year
- Remain current on all required training. Maintain competency and professional currency through self-directed professional reading, and through completing the annual training and/or courses of the Federal Student Aid (FSA) Training Center. Participate in professional development trainings
- Maintain complex use of computer programs and/or systems for reporting, tracking, monitoring and processing financial aid data
- Cross-train with team members to serve as backup
- Contribute to the overall success of the Financial Aid Office by performing all other duties as assigned

#### **Minimum Qualifications:**

- Associate degree
- At least two (2) – five (5) years of direct work experience
- Professional knowledge in data management, systems, and processes
- Knowledge of Financial Aid policies and eligibility requirements
- Knowledge of basic tax forms, Family Education Rights and Privacy Act (FERPA), and basic mathematical and accounting principles

#### **Preferred Qualification:**

- Bachelor’s degree

**Salary:** GS-11/01-05: \$25,875.00 - \$30,035.00 per annum

**Application Deadline:** March 19<sup>th</sup>, 2025 no later than 4:00pm

Applications are available from the American Samoa Community College, Human Resources Office at 699-9155 Ext. 460/466/456/474, 699-2722 ext 3601/3602/3603/3604/3605/3606 or online at [www.amsamoa.edu/employmentopportunities](http://www.amsamoa.edu/employmentopportunities) or by emailing [ascchumanresources@amsamoa.edu](mailto:ascchumanresources@amsamoa.edu).

“An Equal Opportunity/Affirmative Action Employer – And A Drug-Free Workplace”

**AMERICAN SAMOA COMMUNITY COLLEGE**  
P.O. Box 2609, Pago Pago, American Samoa 96799  
(684) 699-9155 • (684) 699-8606 (fax)

**AMERICAN SAMOA COMMUNITY COLLEGE**  
P.O. Box 2609, Pago Pago, American Samoa 96799  
(684) 699-9155 • (684) 699-8606 (fax)