



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 I plays a key role in administering Federal Student Aid (FSA) programs and assisting students in navigating the financial aid process. He/she is responsible for evaluating financial aid applications, reviewing academic progress, verifying eligibility, maintaining accurate records, and ensuring compliance with all federal, state, and institutional financial aid regulations. While rewarding, this role is challenging and fast-paced, requiring a high level of attention to detail, critical thinking, and the ability to adapt to ongoing changes in federal regulations and student needs. The Financial Aid Counselor I interacts with a diverse student population daily, often under time sensitive or emotionally charged circumstances. Strong interpersonal communication skills, professionalism, and discretion are essential. This position is crucial to maintaining the integrity of the financial aid process and directly impacts students' success and access to education. Candidates must be prepared to manage a heavy workload, strict deadlines, and uphold all compliance responsibilities with consistency and integrity.

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 the 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, provide document details, and offer 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), and Financial Aid Day (3rd 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: July 25, 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 or by emailing ascchumanresources@amsamoa.edu.

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