

**Qualifications:** Bachelor's degree or equivalent experience is recommended. The Financial Aid Assistant must demonstrate human relations and effective communications skills and the ability to work with a diverse population of students. He or she must be able to learn and understand federal and state regulations and financial aid procedures that are critical elements to this position. Computer and data entry skills are required.

**Objective:** The Financial Aid Assistant implements a customer-focused financial aid plan that supports the Paul Mitchell Schools' culture, the admissions process and service in the school, and its Future Professionals. He or she demonstrates integrity, ethical behavior, and a high level of confidentiality in recognizing and working with confidential information and records concerning the personal finances of Future Professionals.

### **Financial Aid Assistant — Essential Functions**

- The Financial Aid Leader meets with all Future Professionals to discuss tuition payment options including financial aid.
- He or she counsels and advises Future Professionals and parents on financial aid eligibility guidelines and available programs, including tuition, loans, verification, and payment plans.
- He or she knows and understands the Freedom system and enters all Future Professional data into Freedom.
- He or she has excellent interpersonal, oral, and written communication skills and can effectively convey and exchange information.
- He or she can interpret, apply, and comply with federal, state, and institutional regulations governing student financial aid and maintains a current working knowledge of guidelines and regulations related to financial aid.
- He or she downloads clock daily and sends absent report to Service Desk.
- He or she attends Pow Wow, team training, weekly management meetings, monthly Town Hall meetings, FUNraising, Free Hugs, Caper, Super Service Days, Super Service Nights, graduation, and celebrations to sustain the school culture.
- He or she may be asked to perform other tasks as needed that do not appear on the job description.
- He or she prepares and maintains all items:
  - Class Preparation
  - Student Cards
  - Locker Assignments
  - Blue Folders
  - Learning Perks – Monthly
  - Student Hours / Download clock daily
  - 90% weekly / monthly report – Awards 90%
  - Input Missing time forms
  - Handout Receipts
  - Student Payments
  - Clock in students on the first day of school
  - Weekly filing all papers in folders
  - Print Diplomas
  - Send State License Paper work
  - Admissions Files
  - Marketing Materials

**Financial Aid Assistant — Essential Functions**

- He or she assists with tours
- He or she assists in Admissions
- Enroll in Klass App
- Close Graduate Files

\*\*Work is performed in an indoor environment and requires frequent sitting, standing, bending, walking, repetitive motion, and vision to monitor. \*\*

\*\*He or she travels domestically for recruitment and professional development. \*\*

\*\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.\*\*

**Additional Responsibilities**

- The Financial Aid Assistant can multitask, set priorities, and meet deadlines in a fast-paced environment.
- He or she answers phones and e-mails and returns messages in a timely manner of no more than 24 hours.
- He or she Creates Magic! in the clinic classroom and in the classroom on a regular basis.
- He or she maintains an organized and effective office.
- He or she conducts regular inspections of the financial files for compliance with all required documentation.
- He or she develops and maintains relationships with appropriate school management and team members.

**Admissions Support**

- The Financial Aid Assistant works with the admissions department to complete the enrollment process.
- He or she maintains and updates the school's CRM on a daily basis.
- He or she will complete tasks daily
- He or she completes the contract packet and e-mails it to Future Professionals within 48 hours.
- The contract packet includes:
  - Contract
  - Catalog
  - Drug-Free Workplace Policy
  - Campus Safety and Security Policy and Fire Safety Report
  - Financial welcome letter, etc.
  - Financial Aid Leader contact information
- He or she meets daily and weekly with the admissions team for upload and download meetings about upcoming tours, starts, applicants, etc.
- He or she is highly knowledgeable and experienced and utilizes all financial aid tools, Guide 11: Operations, and the Enrollment Team Newsletter.
- He or she updates the street sign with events and graduates.