

POSITION ANNOUNCEMENT

Financial Aid Counselor

The Milwaukee Institute of Art & Design seeks a Financial Aid Counselor. The Financial Aid Counselor provides excellent customer service and guidance to financial aid applicants and their families throughout the financial aid application process. The Financial Aid Counselor reports to the Director of Financial Aid and is responsible for determining financial aid eligibility within the parameters of the institution, state and federal requirements, management of various financial aid programs and components, and supports MIAD's overall recruitment and retention efforts.

Responsibilities include, but not limited to:

- Maintain effective communication with prospective, new, current students, and their families through interpersonal, electronic, and written correspondence. Serving as the initial point of contact for MIAD financial aid main phone line, email and faxes received.
- Exercise independent judgment in the management of operational details of the financial aid process including but not limited to:
 - a. Review incoming financial aid applications and supporting documentation to determine the accuracy of the financial and household information reported on the FAFSA. This requires knowledge of not only federal financial aid regulations but IRS tax laws and how they relate to federal financial aid.
 - b. Accurately complete assigned duties within the financial aid process to ensure compliance while experiencing multiple interruptions.
 - c. Exercise great attention to detail when completing assignments as error in judgment or calculations could result in unintended consequences for the student and/or the institution such as under or over funding of a student, loss of student eligibility, audit findings, fines, damage to school's reputation or loss of institutional eligibility.
- Counsel students and families in-person, virtually, on the phone, and in writing on all aspects related to financial aid applications and processes, student eligibility, financial aid awards, and financial planning for educational expenses.
- Manage the student financial aid awarding of all funds, both creating and renewing financial aid packages.
- Assumes responsibility for some of the institution's funding sources (federal, state, and institutional). Including monthly reconciliation.
- Maintain Outside Source scholarship information, ensuring the students are made aware of new scholarship options monthly.

- Provide Exit Counseling Information to students leaving the college (e.g withdrawal, graduation, dropping below half time).
- Assist with campus default management efforts.
- Participate in prospective and new student events, as required.
- Maintains updated student files including current files, purging of outdated files, and input of student information in PowerFAIDS.
- Assists with updating and posting Satisfactory Academic Progress results each semester
- Manage office materials and supplies.
- Collaborate with Admissions, Academic Advising, the Dean of Students office, Business Office, Registrar and other student services areas to resolve students' issues.
- Maintain student confidentiality in accordance with FERPA regulations.
- Actively participate in professional development and training opportunities.
- Effectively manage assigned duties using a variety of technological resources and promote a student-oriented financial aid office
- Contribute to a working environment that is respectful and inclusive of the diverse backgrounds of students, faculty and administrative staff.
- Performs other duties as assigned by the Director of Financial Aid.

Required Qualifications and Experience:

- Bachelor's degree required, preferred in communications or relevant field.
- Prefer three (3) or more years of experience in a financial aid office.
- General knowledge of the systems used to determine student's eligibility required (e.g. PowerFAIDS, Jenzabar, Filemaker, NSLDS, COD, CPS, Scholar net).
- Ability to work both independently and collaboratively within a team environment.
- Excellent interpersonal and written communication required.
- Strong problem-solving abilities and sound judgment for decision-making
- appropriately escalate matters to the Director of Financial Aid.

Application Process and Deadline:

Qualified applicants should submit the following information in **one (1) pdf** document via email to: **financialaidcounselor_group@miad.edu**

Please save the file in the following manner: [LastName_FirstName_finaid.pdf].

- ✓ A letter of interest/cover letter
- ✓ A resume
- ✓ Contact information for three (3) professional references

MIAD offers an attractive benefits package, including health, vision, and dental insurance. HR discusses salary range with candidates of interest prior to an invitation to interview. All final candidates extended an offer must successfully complete reference and background checks.

About MIAD: As an accredited, nonprofit college, MIAD provides a transformative Bachelor of Fine Arts education that prepares students of diverse backgrounds for fulfilling and financially rewarding careers. MIAD fosters innovative and entrepreneurial thinking that benefits our students and our corporate and nonprofit partners.

MIAD is proud to serve students of all backgrounds and recognizes our opportunity to advance equity and inclusion. Under the direction of our inaugural Director of Equity and Inclusion and with input from community partners, MIAD developed a Three-year Equity and Inclusion Action Plan. [View the plan.](#)

MIAD enrolls 900+ students and employs 200+ faculty and staff. The college's nationally ranked programs include Communication Design, Industrial (product) Design, Illustration and Animation, Interior Architecture and Design, New Studio Practice: Fine Arts and 18 academic minors. MIAD has been named a Top Design School by Graphic Design USA for five consecutive years.

MIAD brings robust career pathways and college-readiness experiences to high school youth and provides cultural experiences and programming to the Greater Milwaukee community. Companies that have hired MIAD interns and graduates include Delta Faucet, Generac, Harley-Davidson Motor Company, GE Healthcare, Google, Kohler Company, Kohl's Corporation, Milwaukee Tool, NASA and Nike.

MIAD is central to the development of Milwaukee's Historic Third Ward, which was named one of America's Top 12 ArtPlaces. The Historic Third Ward is Milwaukee's most desirable downtown neighborhood, with Lake Michigan as our backyard and walkable distances to dozens of restaurants, galleries, and boutiques. www.miad.edu

MIAD is committed to a teaching, learning, and working environment free from all forms of discrimination and harassment. The college prohibits students, employees, contractors, volunteers, and visitors from engaging in discrimination and harassment based on any individual's age, race, creed, color, disability, marital status, sex, national origin, ancestry, sexual orientation, gender identity, gender expression, genetic information, religion, arrest record, conviction record, military service, veteran status, use or nonuse of lawful products off MIAD premises during nonworking hours, and any other legally protected characteristic. This prohibition applies to all of MIAD's educational programs and activities—including admissions—as well as all employment actions, including but not limited to recruiting, hiring, promotion, demotion, compensation, and benefits.