



About St. Francis College (SFC)

Founded in 1859 by the Franciscan Brothers, St. Francis College (SFC) has a rich legacy of academic excellence and service. Located in Brooklyn, New York, SFC educates over 4,500 students, primarily from the five boroughs, with backgrounds representing over 70 countries and more than 40 languages. With a network of 20,000 alumni, the college has produced distinguished public servants, scientists, lawyers, business professionals, nurses, teachers, and members of the clergy.

Rooted in Franciscan values of community, collaboration, and connection, SFC remains committed to providing a first-class, attainable, high-quality education to individuals of all racial, ethnic, and religious backgrounds, with a special focus on working-class New Yorkers. In 2021, the College launched a transformative initiative to restructure academic and programmatic offerings, aligning them with 21st-century career needs while expanding their reach locally and internationally. In 2022, SFC relocated to a modern, state-of-the-art campus in Downtown Brooklyn, ensuring it continues to prepare students for success in a rapidly evolving world.

Job Summary: The Financial Aid Advisor provides guidance and support to students and families throughout the financial aid process while assisting with the day-to-day processing and administration of federal, state, institutional, and private financial aid programs.

This position is appropriate for an individual with baseline financial aid experience who is looking to further develop their knowledge of financial aid regulations, counseling, processing, and compliance. The Financial Aid Advisor will work directly with students and families while also supporting financial aid packaging, verification, loan processing, satisfactory academic progress (SAP), and other operational functions of the Financial Aid Office.

The ideal candidate is student-focused, organized, detail-oriented, comfortable working in a fast-paced environment, and able to manage multiple priorities while maintaining accuracy and confidentiality.

Salary Range: \$60,000-\$70,000

Essential Duties & Responsibilities: Financial Aid Advisor

The essential functions and duties listed below are intended as illustrations of the types of work performed. The omission of a specific duty does not exclude it from the position if the work is similar, related, or a logical assignment.

Key Responsibilities

- Counsel students and families regarding financial aid eligibility, application requirements, awards, outstanding documentation, and available financing options.
- Assist students with completing the FAFSA and resolving issues that may prevent financial aid from being processed.
- Review student financial aid records to identify missing documents, conflicting information, and other requirements that may affect eligibility.
- Assist with financial aid packaging and awarding of federal, state, institutional, and private aid.
- Complete and review verification files and request additional documentation when necessary.
- Assist with reviewing and processing Satisfactory Academic Progress (SAP) and SAP appeals.



- Process and monitor Federal Direct Subsidized, Unsubsidized, and PLUS Loans, including reviewing loan requirements such as Entrance Loan Counseling and Master Promissory Notes.
- Assist with private/alternative loan certification.
- Review student eligibility for federal and state financial aid programs, including Federal Pell Grant, Federal Direct Loans, Federal Work-Study, FSEOG, and New York State TAP and other HESC programs, as applicable.
- Review financial aid applications and student records for accuracy and compliance with federal, state, and institutional requirements.
- Assist with resolving financial aid discrepancies, rejected records, and outstanding requirements.
- Monitor student accounts and financial aid records to ensure aid is accurately awarded and prepared for disbursement.
- Assist with financial aid adjustments resulting from enrollment changes, withdrawals, changes in eligibility, or receipt of additional resources.
- Communicate with students through phone, email, virtual appointments, and in-person counseling.
- Respond to Financial Aid Office email and telephone inquiries in a timely, professional, and student-centered manner.
- Document student interactions and maintain accurate records within the institution's student information and financial aid systems.
- Participate in financial aid outreach activities, including FAFSA completion events, orientations, open houses, registration events, and other student programs.
- Maintain confidentiality of student information in accordance with FERPA and institutional policies.
- Stay current on changes to federal, state, and institutional financial aid regulations, policies, and procedures.
- Assist with financial aid compliance activities, reconciliation, reporting, and audit preparation as assigned.
- Work collaboratively with Student Accounts, Registrar, Admissions, Advisement, and other campus departments to resolve student issues.
- Perform other financial aid and student financial services duties as assigned.

Minimum Qualifications

- Associate's or bachelor's degree preferred; equivalent combination of education and relevant experience may be considered.
- Approximately 1–2 years of experience in financial aid, student services, higher education, or a related area preferred.
- Basic knowledge of federal and/or state financial aid programs and regulations.
- Familiarity with FAFSA processing and financial aid eligibility requirements.
- Some experience with financial aid packaging, verification, SAP, or student counseling strongly preferred.
- Strong customer service and communication skills.
- Ability to communicate financial information clearly and compassionately to students and families.
- Strong organizational skills and attention to detail.
- Ability to prioritize multiple responsibilities and meet deadlines in a high-volume environment.
- Strong computer skills and ability to learn financial aid and student information systems.



Preferred Qualifications

- Experience working in a college or university Financial Aid Office.
- Experience with Colleague/Ellucian or another student information system.
- Experience with CampusLogic/StudentForms or similar verification and financial aid technology.
- Familiarity with COD, NSLDS, CPS/FPS, StudentAid.gov, and HESC systems.
- Experience processing Federal Direct Loans, Pell Grants, verification, and SAP.
- Familiarity with New York State financial aid programs, including TAP.
- Experience providing direct counseling and customer service to college students and families.

Knowledge, Skills, and Abilities

The successful candidate should demonstrate:

- A student-centered approach to financial aid counseling.
- Strong attention to detail and commitment to accuracy.
- Ability to interpret and apply financial aid policies and procedures.
- Ability to explain complex financial aid information in clear, understandable language.
- Strong written and verbal communication skills.
- Ability to work independently while also contributing to a collaborative team environment.
- Ability to maintain professionalism when assisting students and families with difficult or sensitive financial situations.
- Willingness to learn and remain current with changing federal and state financial aid regulations.
- Ability to work effectively during high-volume periods and manage competing deadlines.

Additional Information

This full-time position requires an onsite presence at the Brooklyn campus at least four days per week. Occasional evening or weekend attendance at College events and work beyond regularly scheduled hours may be required. The position includes a comprehensive benefits package.

Interested applicants can apply by [clicking here](#).

St. Francis College is committed to providing opportunities to all persons without regard to sex, race, creed, color, religion, national origin, citizenship status, age, disability, marital status, gender identity or expression, predisposing genetic characteristics, status as a victim of domestic violence, sexual orientation, status as a Vietnam-era or special disabled veteran, or any other characteristic protected by law in its education programs and activities or employment.

The College is an Equal Opportunity employer.