



Example of Student Counselor Job Description

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Our company is growing rapidly and is looking to fill the role of student counselor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for student counselor

- Counsel, investigate, problem-solve and resolve questions and issues from current and former students, faculty, staff, parents and third parties
- Evaluate and process appeals, waivers and petitions and other student fees
- Provide specialized back office support in functions
- Emulate the College's mission and values in all interactions with others
- As a TeleCenter employee you will be calling prospective students with a specific purpose and asking them for a call to action
- Review aid applications for accuracy and verify application information with supporting documentation
- Assist with Banner System testing
- Provide start-to-finish One Stop student services using judgment and discretion in both simple and complex issues involving minimal supervisory guidance
- Deliver a holistic counseling experience related to course enrollment information, academic records, financial aid, billing and payment with a continuous focus on academic success and degree progress, financial wellness, student retention and graduation rates
- Investigate, problem-solve, and resolve questions and issues from students (current, former and alumni) and parents/families related to financial aid, registration, student accounts, and financial wellness

Qualifications for student counselor

- Demonstrated knowledge of relevant state and federal law as well and regulations pertaining to operations under the State and Federal Departments of Education
- Comprehensive understanding of higher education operations and the interdependencies with the community and government bodies
- Mastery of oral and written communication to include the ability to collaborate, negotiate, gain consensus, and influence stakeholders
- Transcripts reflecting award of a Bachelor's Degree from an accredited college or university
- At least three years prior experience with student employment or a related field is preferred
- A combination of education and relevant experience will be considered