

**KENTUCKY HIGHER EDUCATION STUDENT LOAN CORPORATION
JOB DESCRIPTION**

Job Title:	Student Financial Assistance Advisor -KEES	Date:	February 2018
Department:	Student Aid Branch (KHEAA)	Status:	Full-time
Supervisor:	Student Aid Branch Manager	Grade:	8E

SUMMARY

Provides specialized administrative services to operational areas relating to the administration of student financial aid programs, primarily the Kentucky Educational Excellence Scholarship (KEES) program.

JOB DUTIES

- Respond to inquiries from students, parents, high schools, KEES district coordinators, postsecondary institutions and others.
- Maintain a thorough knowledge of the KEES database and other computerized systems used within the agency, including processes used to query and retrieve information.
- Work with IT to maintain and enhance the KEES database.
- Disburse and reconcile KEES funds.
- Coordinate the loading and tracking of high school and postsecondary eligibility data.
- Coordinate mailings to KEES recipients.
- Provide training and guidance to school districts, postsecondary institutions, and others on program rules, regulations, and operational procedures.
- Perform special investigations on unique problems which are unresolved through routine procedures and recommend extraordinary solutions to alleviate problems.
- Review, evaluate, and recommend alteration, addition and/or deletion of specific procedures used in an operational area.
- Recommend methods for cost-effective improvements in specific operations.
- Provide in-depth reports to management regarding program operations.
- Meet with a wide variety of personnel to examine and discuss rules, regulations and procedures.

MINIMUM QUALIFICATIONS

- Bachelor's degree.
- Four years of experience in educational administration, public administration or financial administration. At least two years of administrative experience in student financial aid is preferred.
- Experience in educational administration, public administration, financial administration, or administrative experience in student financial aid will substitute for the required education on a year-for-year basis.
- Computer experience working with word processing software and spreadsheets.
- Excellent verbal and written communication, diplomacy and interpersonal skills. Excellent organizational, prioritization and problem-solving skills. Highly attentive to detail and accuracy.