

Financial Aid Operations Specialist – Inceptia

Inceptia, a division of National Student Loan Program (NSLP), is a nonprofit organization providing premier expertise in higher education access, student loan repayment, analytics, default prevention, financial education and verification. Our mission is to support schools as they arm students with the knowledge needed to become financially responsible citizens. Since 1986, we have helped more than two million students achieve their higher education dreams at 5,500 schools nationwide. Annually, Inceptia helps more than 180,000 students borrow wisely, resolve their delinquency issues and successfully repay their student loan obligations. Inceptia educates students on how to pay for college, guides borrowers through loan repayment counseling, and provides default prevention strategies and services to schools.

We are currently seeking a **Financial Aid Operations Specialist**. The Financial Aid Operations Specialist is responsible for completing the verification process for partner schools. The Specialist is responsible for review of the FAFSA, review of documents, and phone and email contact with students and/or parents throughout the verification process.

The standard hours for this position are 8:00 a.m. – 5:00 p.m., Monday – Friday. However, based on business need, there may be some days of the week that this position could work 10:30 am – 7:30 pm.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Verification
 - Review and compare FAFSA information to information provided in the verification process
 - Apply logic and judgment (reasoning) when determining if an account is accurate, if conflicting information exists and needs clarification, or if a correction to the FAFSA is necessary
- Contact with students and/or parents and school partners over the phone and via email – must be able to communicate effectively both orally and in writing
- Strong customer service skills – personable, professional, actively looking for ways to help people
- Review and scanning of incoming documents
- Training (keeping up with changing regulatory requirements)
- Quality Control
- FERPA
- Develop logic surrounding conflicting Information federal regulations.

KEY SKILLS:

- Excellent Customer Service skills.
- Competent at all Microsoft Office software.
- Knowledge of the financial aid process, including verification preferred.
- Previous experience working in a financial aid office that offered Title IV programs preferred.
- Experience with document imaging/scanning systems preferred.
- Bilingual – Spanish, helpful.

EDUCATION AND/OR EXPERIENCE:

- High School Diploma or GED equivalent; Associate's degree (A. A.) or equivalent from two-year College or technical school preferred; or one year related experience and/or training; or equivalent combination of education and experience.
- Knowledge of financial aid industry with familiarity with federal verification regulations preferred.
- Successful completion of a background investigation is required

If you are interested in this exciting opportunity, please apply on-line on our ADP Workforce Now site by going to <https://goo.gl/04uRjk> or email your resume to hrd@fes.org. For more information, please visit www.Inceptia.org.

Equal Opportunity Employer