One Stop Counselor

As a professional member of the University of Minnesota Rochester (UMR), Department of Student Services, the One Stop Counselor position requires in-depth understanding of academic records, registration, financial aid, and student financial billing to support students’ recruitment, retention, and graduation, as well as counsel on financial wellness. This individual provides student advising on complex issues and problems regarding student financial matters and academic records; handles challenging behaviors and difficult situations that can surface when speaking with students and parents about academic success and financial matters; conducts critical analysis and professional judgement on financial aid/student records appeals and waivers; utilizes critical thinking and problem-solving skills; and, possesses excellent communications skills and attention to detail.

The One Stop Counselor reports to the Registrar who reports to the Vice Chancellor for Academic Affairs and Innovation. In addition, this individual will represent UMR on certain system-wide teams and initiatives.

Duties and Responsibilities

Counseling: 60%

- Counsel, advise, investigate, problem-solve, and resolve issues regarding financial aid, student accounts, and student records from prospective, current and former students, parents, faculty, staff and other third parties and the public.
- Work with students in all programs located on the Rochester campus (undergraduate, partner and graduate programs) to deliver a holistic counseling experience relative to: course enrollment information, academic records, financial aid, billing and payment in order to provide a continuous focus on academic success and degree progress, financial wellness, student retention and graduation rates.
- Advise on in-depth financial aid questions ensuring adherence to all regulatory compliance concerning financial aid applications, financial aid eligibility, disbursement and refunds, cost of attendance budget components, different aid types, loan comparisons, special circumstances, and estimated family contributions for tuition and fees.
- Analyze the award opportunities to determine what additional aid can be granted pending appeal approvals.
- Conducts one-on-one financial literacy and financial wellness counseling meetings for students and parents. Student advising meetings are individualized and require pre-meeting research, and post-meeting follow up.
One Stop Office and Leadership: 20%
- Continually look for ways to improve services to students by internally or cross-functionally developing new initiatives or success measures that will contribute to retention, graduation, student satisfaction, and other student success measures.
- Serve as a managerial resource for full-time One Stop staff if the Senior One Stop Counselor and Registrar are not available.
- Collaborate with college advising and student services offices across the campus to promote improved student services.
- Serve as an accessible and knowledgeable coach, mentor, and leader for all UMR staff and student employees to assist with examining unusually complex situations.
- Provide counsel to the management team, interpreting business issues and providing suggestions for or leading efforts to implement and improve One Stop.
- Actively contribute to annual strategic planning for the unit.
- Manage (in conjunction with the Lead One Stop Counselor) student workers and the job responsibilities assigned to them
- Assist with maintenance of the UMR Google Intranet Site
- Develop knowledge and proficiency in supporting software: PeopleSoft, SalesForce, APLUS, APAS, COD, NSLDS Parchment, Perceptive Content, Google suite of applications.
- Support drop-in student needs
- In conjunction with the Senior One-Stop Counselor, develop curriculum and serve as instructor for Admissions events, student registration and orientation, parent events, scholarship events and others.
- Serve on various projects and initiatives that have One Stop involvement. Examples include Student Orientation & Registration planning, SalesForce, the system-wide One Stop website and other strategic initiatives.

Scholarship Support: 10%
- Research and update outside scholarship opportunities on the One Stop website.
- Provide insight on scholarship researching resources for students through individual meetings as well as in presentations at Admissions VIP Days and Registration Days
- Provide guidance to students on the processing of their scholarships and troubleshoot any errors regarding scholarship amounts

Student Records: 5%
- Using a high-level of financial aid and student record policy knowledge, assist students with filing tuition refund and satisfactory academic progress appeals so they realize a positive outcome
- Process and troubleshoot transcript requests for students.
- Enroll students for classes in specific programs (e.g., Next Gen Med, BSHP), directed study courses, multi-institutional coursework, and for non-degree students.
- Assist with student record maintenance, as directed by the Registrar.
Liaise with System Academic Support Resources (ASR): 5%
- Send adjustments or complex cases to units on the Twin Cities campus and work with System staff as needed to provide students’ assistance.
- Interpret University, state, and federal policies and procedures; exercise professional judgment authority to implement changes and make exceptions to policies with limited supervisory approval.
- Serve as liaison between student veterans, service members and their dependents and the Twin Cities Veterans office regarding military educational benefits.
- Serve on various projects and initiatives that have One Stop involvement. Examples include SalesForce, the system-wide One Stop website and other strategic initiatives.

Days and Schedule
- Monday through Friday, typically from 8:00 AM - 4:30 PM, with occasional evenings and weekends for recruitment events; schedule flexibility available. Regular presence on campus is required; off-site/remote flexibility available.

Required Qualifications
- Bachelor’s degree and four years’ experience after degree completion OR Master’s degree and two years’ experience.

Preferred Qualifications
- Master’s degree and two years’ experience after degree completion.
- Training or certification through the Association for Financial Counseling & Planning Education (AFCEPE) for Money Management Essentials.
- Knowledge of university, federal and state guidelines to make informed decisions when counseling students and parents in all areas: financial aid, scholarships, registration and enrollment, and student billing and accounts.
- Demonstrated commitment to UMR values: evidence-based decision making; diversity and inclusion; respect; human potential; and community.
- Ability to work in an innovative, collaborative, and sometimes ambiguous environment.
- Work independently, with guidance in only the most complex situations.
- Demonstrated ability to meet deadlines, prioritize tasks, manage multiple projects, and take initiative, working independently without supervision.
- Ability to relate well with high school students and parents with strong interpersonal communication competency.
- Excellent public speaking.
- Excellent writing skills, including professionalism in composing emails

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UMR Internal (Working) Title: One Stop Counselor