

Student Account Support/Financial Aid Analyst

POSITION DESCRIPTION

The University of Arkansas East Arkansas Community College (UAEACC) is accepting applications for the position of Student Account Support/Financial Aid Analyst. This role plays a key part in supporting students through the scholarship process and the student account lifecycle. This position ensures accurate processing of scholarship and waiver awards, disbursements, billing adjustments, and account corrections while providing exceptional customer service in the Student Welcome Center.

Working collaboratively with Financial Aid, Student Accounts, Admissions, and Institutional Effectiveness & Research, this position helps maintain compliance, data accuracy, and timely communication to students regarding their financial responsibilities and available funding opportunities.

JOB RESPONSIBILITIES INCLUDE:

Scholarship Processing & Support

- Manage the end-to-end scholarship workflow, including application tracking, eligibility verification, awarding, and disbursement coordination.
- Communicate proactively with students regarding available scholarships, deadlines, documentation requirements, and award notifications.
- Monitor scholarship fund balances, award adjustments, and alignment with financial aid packages.
- Collaborate with Financial Aid to resolve discrepancies in scholarship awarding and ensure federal, state, and institutional compliance. This position will oversee new Workforce Pell awards and disbursements.
- Maintain accurate digital records of scholarship recipients and award histories.

Student Account Services

- Support the student account lifecycle, including reviewing account activity after enrollment, processing billing adjustments, and assisting with corrections.
- Assist with the preparation and distribution of student account statements, refund information, and disbursement timelines.
- Review account discrepancies and collaborate with the Financial Aid and Student Accounts teams to ensure accurate posting of charges, payments, waivers, and aid.
- Provide front-line assistance regarding refunds, payment options, holds, and financial obligations.

Data Integrity & Compliance

- Maintain and verify accuracy of student account and scholarship data across institutional systems.
- Perform routine audits to ensure compliance with institutional, state, and federal policies.
- Update student information systems with award amounts, corrections, and status changes.

Customer Service & Welcome Center Support

- Assist students seeking help with scholarships, billing questions, account concerns, and financial aid processes.
- Direct students to appropriate campus offices and ensure a positive Welcome Center experience.
- Maintain confidentiality in accordance with FERPA and departmental policies.
- Stay informed about college processes, deadlines, scholarship cycles, and financial aid regulations.
- Assist with special departmental initiatives and projects.

Minimum Qualifications

- Bachelor's degree required.
- Strong attention to detail and commitment to maintaining accurate financial and scholarship records.
- Excellent written and interpersonal communication skills.
- Ability to work collaboratively across departments.
- Proficiency in Microsoft Office; experience with student information systems preferred (training provided).

SALARY:

\$41,600. UAEACC offers a generous benefits package including employer-paid insurance, substantial leave time, and multiple retirement plan options.

Application Process:

Submit a UAEACC application, cover letter, résumé, and transcript(s) to:

UAEACC Office of Human Resources
1700 Newcastle Rd, Forrest City, AR 72335
Email: humanresources@eacc.edu

Or apply online at www.eacc.edu/employment

Applications will be reviewed immediately and accepted until the position is filled.