

Manager, Financial Aid & Scholarships Outreach &
Student Services
Auburn University

Direct Link: <https://www.AcademicKeys.com/r?job=262933>

Downloaded On: Sep. 25, 2025 10:15am

Posted Sep. 24, 2025, set to expire Jan. 24, 2026

Job Title	Manager, Financial Aid & Scholarships Outreach & Student Services
Department	Financial Aid
Institution	Auburn University Auburn, Alabama
Date Posted	Sep. 24, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Student Affairs Admissions/Financial Aid
Job Website	https://www.auemployment.com/postings/56147

Apply By Email

Job Description

Job Summary

The VP for Enrollment Management is hiring a **Financial Aid & Scholarships Outreach & Student Services Manager**. This role will oversee all student-facing services and outreach efforts by the Office of Financial Aid & Scholarships, ensuring comprehensive and service-oriented support related to financial aid and scholarship opportunities for both prospective and current students.

Essential Functions

- Acts as the main contact for financial aid and scholarship outreach initiatives, creating and executing strategies to ensure effective outreach while representing the office at recruitment events, campus programs, orientations, and other student engagement opportunities. Develops presentations and materials on financial aid and scholarship topics

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for various audiences, and coordinates with staff, campus, and community partners to organize, attend, and present at outreach events.

- Leads a team of Financial Aid and Scholarship Counselors to provide comprehensive, front-line support to students and families navigating the financial aid and scholarship processes. Ensures exceptional service and accurate guidance on available opportunities.
- Monitors and evaluates the delivery of student-facing services, including walk-ins, virtual appointments, and phone interactions. Coordinates scheduling and coverage, recommending staffing adjustments to optimize service, and ensuring front-line staff are cross-trained to deliver accurate and timely information about financial aid and scholarships.
- Collaborates with both internal and external campus partners to support strategic recruitment and retention efforts.
- Supports the development, review, and distribution of targeted communications for different student populations (e.g., prospective, admitted, continuing, parents, high school counselors), including emails, printed materials, and website content, while ensuring consistent messaging and branding across all platforms. Ensures that information is student-friendly, accurate, and regularly updated to reflect any policy and procedural changes.
- Utilizes data and feedback to enhance the student service experience and optimize operational efficiency by using student surveys, service interactions, and performance metrics.
- Maintains a strong working knowledge of federal, state, and institutional policies and procedures that govern all aid programs by staying current via the Department of Education and professional organization handbooks, journals, communications, listservs, training sessions, and other professional development opportunities.

Why Work at Auburn?

- **Life-Changing Impact:** Our work changes lives through research, instruction, and outreach, making a lasting impact on our students, our communities, and the world.
- **Culture of Excellence:** We are committed to leveraging our strengths, resources, collaboration, and innovation as a top employer in higher education.
- **We're Here for You:** Auburn offers generous benefits, educational opportunities, and a culture of support and work/life balance.
- **Sweet Home Alabama:** The Auburn/Opelika area offers southern charm, vibrant downtown scenes, top-ranked schools, and easy access to Atlanta, Birmingham, and the Gulf of Mexico beaches.
- **A Place for Everyone:** Auburn is committed to fostering an environment where all faculty, staff, and students are welcomed, valued, respected, and engaged.

Ready to lead and shape the future of higher education? Apply today! War Eagle!

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Minimum Qualifications

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

Education Level: Bachelor's degree

Focus of Education: No specific discipline

Yrs of Experience: 5 yrs

Focus of Experience: Financial aid, scholarships, enrollment services, or student services.

OR

Education Level: Master's degree

Focus of Education: No specific discipline

Yrs of Experience: 3yrs

Focus of Experience: Financial aid, scholarships, enrollment services, or student services.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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