

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

Direct Link: <https://www.AcademicKeys.com/r?job=263830>

Downloaded On: Oct. 13, 2025 4:49pm

Posted Oct. 13, 2025, set to expire Feb. 9, 2026

<b>Job Title</b>	Manager, Financial Aid & Scholarships Outreach & Student Services
<b>Department</b>	Financial Aid
<b>Institution</b>	Auburn University Auburn, Alabama
<b>Date Posted</b>	Oct. 13, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Admissions/Financial Aid
<b>Job Website</b>	<a href="https://www.auemployment.com/postings/56432">https://www.auemployment.com/postings/56432</a>

**Apply By Email**

**Job Description**

**Job Summary**

The Office of Financial Aid & Scholarships, within the Division of Enrollment Management, is excited to announce a brand-new opportunity for a **Financial Aid & Scholarships Outreach & Student Services Manager**!

This is a unique chance for an innovative and service-driven professional to build and shape this role from the ground up, including the opportunity to develop processes, create outreach strategies, and eventually build your own team.

In this position, you'll oversee all student-facing services and outreach initiatives, ensuring that prospective and current students receive exceptional support and guidance related to financial aid and scholarship opportunities. This is a hands-on, student-centered role perfect for someone who loves

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customer service, enjoys connecting with students and their families, and finds fulfillment in seeing the direct impact of their work.

We're looking for someone with experience in financial aid, scholarships, student services, or advising, or someone eager and ready to learn.

Whether you've worked at a large university or a smaller institution, this is an exciting opportunity to grow professionally, make a difference, and advance your career in a meaningful way at Auburn University.

#### 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 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.

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- 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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**Contact Information**

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

**Contact**

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