**Colorado Mesa University**

**Job Description**

**Job Title:** IRIS Peer Financial Counselor

**Department: I**ntegrated **R**esources for **I**nformation and **S**olutions

**Reports To:** IRIS Staff Advisors

**SUMMARY**

This position exists to provide direct customer service to students, parents, guests, faculty, and staff who interact with the Colorado Mesa University IRIS Department. Additionally, this position supports the IRIS staff advising team through answering more in-depth student questions and providing peer-to-peer financial counseling.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Deliver exceptional customer service to students, parents, guests, faculty, and staff
* Provide peer-to-peer financial counseling with guidance on how to complete the FAFSA application
* Provide peer-to-peer financial advising such as reviewing their balance, financial aid package, financial aid requirements, and illustrate the timeline and processes of financial aid
* Support IRIS office operations including, but not limited to, answering/directing calls, responding to emails, keeping detailed records, and outreach
* Assist with events such as, New Student Orientations, FAFSA Nights, and IRIS workshops
* Direct new and continuing students to appropriate CMU campus resources and departments as necessary

**QUALIFICATIONS**

To be considered for this position, an individual must be able to work at least 10 hours per week during the first semester, ideally increasing to a minimum of 15 and maximum of 20 once fully trained. We prefer candidates who are able and willing to work in the summer as well. Employees should plan to report to work no later than the beginning of the semester to begin training for the upcoming semester depending on time of hire (exact dates TBD). ***Work study or MavWorks preferred.***

**PREFERRED EDUCATION and/or EXPERIENCE:**

* Students whose majors lend themselves to working in a one-on-one environment with students discussing finances and academic goals are encouraged to apply.
* Prior work experience in customer service and/or problem-solving roles
* Minimum cumulative GPA 3.0 or above
* School or work experience involving leadership skills, as well as workplace and/or academic technologies

**LANGUAGE AND COMMUNICATION SKILLS**

Employees hired for a peer financial counseling role are expected to maintain a high-level of mature, professional communication and interpersonal skills. Because conversations are often of a sensitive nature, students must be able to respect the confidentiality of other students. Must be comfortable with one-on-one interaction, as well as front-facing communication in a desk, phone, or email setting.

**TECHNICAL SKILLS**

This position is designed for students of Colorado Mesa University with experience using MavZone, class registration self-service screens, and DegreeWorks. Preferred experience in Microsoft Office. Extensive training will be expected and provided for other computer programs used in this role.

**WORK ENVIRONMENT**

The functions of this job are typically performed in an office environment where the noise level is usually moderate to quiet. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this position.