



Financial Aid and Student Services Administrator

Location: Remote-Hybrid	FLSA: Non-Exempt	
Department: Enrollment Management	Type: Full-time – 37.5hrs	Exempt Administrative
Reports To: Director Enrollment Management	Salary Range: \$55,000 – 60,000	
Revised:	February 2026	

Meadville Lombard Theological School, located in Chicago's Loop, seeks a full-time Financial Aid and Student Services Administrator who will be crucial to the institution's success.

A graduate theological institution rooted in the Unitarian Universalist tradition, Meadville Lombard is academically rigorous, spiritually grounded, unapologetically progressive, and deeply committed to teaching and learning for social justice and transformation. Meadville Lombard's innovative education model is a non-residency program grounded in service learning and integrated internships. The successful candidate must be competent in functioning in a multiracial, multicultural, and theologically diverse learning and work environment.

Job Summary

The Financial Aid and Student Services Administrator is the primary point of contact for prospective and current students dealing with federal, state, and institutional financial aid and scholarships. Skills required include being personable and having strong math and analytical skills necessary to assist students in how to finance degree and non-degree programs while complying with federal, state, and school regulations, policies, and guidelines. Activities include managing financial aid and scholarship databases, reporting information, collaborating with the business office, and providing administrative support to students and departmental goals. The team member must be organized and pragmatic, an ambassador to the school, and possess excellent listening, communication, and customer service skills. to support financial aid efforts. Reporting to the Director of Enrollment Management, the Financial Aid and Student Services Administrator collaborates with the rest of the Meadville Lombard staff and faculty to facilitate financial aid, scholarship, and student services processes, including ADA, TITLE IX, and other financial transactions.

Responsibilities of this position include, but are not limited to:

- Duties will include conducting financial aid interviews with prospective students, determining eligibility, documenting verification, collaborating on scholarship determinations, preparing award packages, processing financial aid disbursements each term, and processing federal student loans.
- Coordinates processing and tracking of institutional and donor-funded scholarships.
- Provides information and answers to questions relating to financial assistance available to prospective and current students.
- Troubleshoots general financial aid issues and provides feedback.
- Helps students understand the procedures and policies of the financial aid process.
- Provides resources to educate students about student debt, such as responsible debt loads and debt repayment upon graduation.
- Provides counsel to students regarding financial needs and problems, eligibility, and procedures, and recommends financial aid opportunities.
- Works with Veteran Affairs to ensure proper financial aid support for active duty and retired military personnel.
- Provides resources to help students determine responsible debt loads during their academic

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career and plans to repay the debt upon graduation based on various factors, including anticipated salary levels associated with chosen professional career choices.

- Communicate with students about scholarship status, documentation, and award conditions. Be willing to work with student activities groups when necessary.
- Maintains and reconciles scholarship award records to ensure accuracy between financial aid systems, student accounts, scholarship reporting, and internal tracking tools. Adjust awards when appropriate.
- Prepares and maintains detailed scholarship tracking spreadsheets and reconciliation reports for campus and foundation-funded awards.
- Prepares reports for and submissions to external agencies.
- Oversee the daily management of the electronic financial aid process, including the retrieval, posting, and reconciliation of data from various sources (e.g., SIS, ISIRs, COD, NSLDS).
- Monitors scholarship balances and assists with term and year-end reconciliation activities.
- Assists with compliance review of scholarship files to ensure adherence to federal, state, school, and donor requirements.
- Identifies record discrepancies and resolves or escalates issues to leadership as appropriate.

Other

- Stay up to date and have the ability to interpret federal, state, and institutional rules, procedures, and regulations.
- Compiles and analyzes data and prepares various reports. Designates and conducts audits regularly.
- Develops and updates written informational materials regarding the policies and procedures involved in applying for financial aid and/or scholarships.
- Coordinates with internal MLTS resources to provide student services promptly.
- Contributes to preparing financial aid reports.
- Assists with distributing and collecting enrollment, admissions, and financial aid information.
- Make process recommendations to leadership for improved operational efficiency.
- Performs other duties as assigned.

Qualifications

A bachelor's degree and one to two years of financial aid experience (particularly FAFSA application and eligibility) are preferred, with a strong preference for this experience in an academic setting. Experience with Unitarian Universalism, its principles, and practices is preferred but not required.

The preferred applicant will demonstrate a commitment to higher education and liberal ministry, be well-organized, have solid, effective time management and organizational skills, be thorough, dependable, and be a self-starter. This hands-on position requires high levels of discretion, excellent attention to detail, and the ability to interact with diverse populations with sensitivity and sound judgment. The person in this position will interact with students, staff, and faculty. The position requires proficiency in both verbal and written communication.

Other Experience/Aptitudes

- Proficiency with Microsoft software, including Office 365 (especially Excel, Outlook, Teams, and OneDrive), is preferred.
- Experience with Populi or another student information system (e.g., Canvas, Banner, Colleague) or a demonstrated ability to learn new systems is necessary.
- Relevant professional experience in an office setting is desirable.

- Ability to focus on details as well as the big picture.
- Ability to work independently and as part of a team.
- Ability to handle multiple projects simultaneously, determine priorities, and meet deadlines.

The above statements describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

How To Apply

Meadville Lombard Theological School offers a competitive salary and benefits package, including spouse/partner/family health, dental, vision, disability, and life insurance options. There are also 401(k) options, with a 10% 401(k) match after one year of employment. Paid holidays, vacation, and sick leave. Illinois public transportation discount. Meadville Lombard is an Equal Opportunity Employer and encourages women, persons of color, and persons with disabilities to apply. The school is committed to enriching its educational experience through the diversity of its faculty, administration, and staff.

Interested applicants should submit a cover letter and resume to Phil Pena, Vice President of Finance and Administration, at ppena@meadville.edu.

Open until filled; apply by March 20, 2026, for best consideration.

We thank all applicants in advance for their interest. However, **ONLY THOSE CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.**