



Bilingual Financial Aid Operations Contact Specialist **National Student Loan Program**

Lincoln, NE

Why Join Us

At the National Student Loan Program (NSLP), we hire the most talented people for our teams. We have a passion for higher education. We provide expertise in higher education access, student loan repayment, analytics, default prevention, financial education and verification. Our mission is to support schools as they arm students with the knowledge needed to become financially responsible citizens.

What you'll do!

Our **Bilingual Financial Aid Operations Contact Specialist** is responsible for assisting students and parents in completing the verification process for our partner schools making the federal financial aid verification process easier. The Specialist is responsible for answering questions during review of the FAFSA form and requested documentation received. This position communicates with students and/or parents via phone and email throughout the entire verification process.

What We Offer

- Support. We'll provide a positive environment and provide you the tools for success with annual performance reviews and opportunity for salary increases.
- Comprehensive Training Program
- Professional Growth and Career Development
- A fun Casual Work Environment that values a Work Life Balance.
- Potential to earn Hybrid Work from Home & Office Schedule
- \$37,440 Annual Salary
- Benefits! (Medical, Dental, Vision, Life Insurance, and two retirement benefits with a **100% 401(k) match!**)
- We value education and offer tuition reimbursement up to \$5,250 per calendar year.
- Ten paid holidays, 1 floating holiday and Christmas week paid holiday closedown, plus 12 days of vacation and 10 days of sick time annually.

Available Hours

Full-time hours M-F 10 am - 7 pm

What you'll have!

- Problem Solving Skills
- Listening Skills
- Superior communication skills
- Bilingual Skills in English/Spanish
- Strong work ethic, integrity, and the will to win
- Strong attention to detail
- Stable work history
- High School Diploma or GED equivalent; Associate's degree (A.A.) or equivalent from a two-year college or technical school preferred; or one-year experience and/or training; or equivalent combination of education and experience
- Position is located in Lincoln, NE; employee must reside within driving distance of our office location
- Successful completion of a background investigation

Qualifications to Work Remotely When Earned or Required

- Ability to have a wired, high-speed internet connection
- Access to a secure work environment that includes a quiet space when conducting business related calls.

Who We Are

The National Student Loan Program, a private, non-profit organization with a mission to empower students for a lifetime of financial success. From planning for college to paying for college, we strive towards providing greater student financial success.

If you are interested in this exciting opportunity, apply today and submit your resume and cover letter on our ADP Workforce Now site at <https://bit.ly/3TVfsjL> or send via email to hrd@fes.org. Visit our website at www.inceptia.org.

FES and The National Student Loan Program takes affirmative action to insure that applicants with job related qualifications are employed and employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, intellectual disability, mental disability or physical disability.

Equal Opportunity Employer