

SAMPLE FINANCIAL AID CAREER LADDER



Customer Service

\$40,000-\$50,000

First point of contact staff responding to general inquiries, with little discretion.

Counselor

\$50,000-\$60,000

Complex student/family counseling and outreach, with some discretion and program oversight.

Senior Counselor /Coordinator

\$60,000-\$70,000

May supervise counselors and/or student employees, with limited compliance and budgetary responsibility.

Assistant Director

\$65,000-\$85,000

Oversees a sub-area (e.g., scholarships) and supervises staff, with significant compliance and budgetary responsibility.

Associate Director

\$80,000-\$95,000

Supervises assistant director(s), encompassing one or more sub-areas, and supports policy formulation and strategy.

Director

\$90,000-\$125,000

Oversees associate director(s) and all staff, with oversight of all operations including responsibility for compliance, budget, policy and strategy.

*Career paths and salaries shown are examples only and not guaranteed.
Individual experiences may differ.
Salary information from Fuesting, M., & Etier, C. (2024, May).
The Higher Education Financial Aid Workforce: Pay, Representation,
Pay Equity, and Retention. CUPA-HR.*