## 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.

