



Assistant Director of Financial Aid

Financial Aid

FA/2

JOB SUMMARY

This position assists in directing the college's financial aid operations and ensures compliance with all related state and federal regulations.

MAJOR DUTIES

- Assists in developing and directing financial aid strategies; ensures compliance with federal and state regulations and with the enrollment management objectives of the college; assists in administering financial aid, scholarships and student employment programs that support student recruitment and retention.
- Remains informed of revisions and updates to financial aid regulations.
- Trains, assigns, directs, supervises and evaluates the work of personnel.
- Provides assistance to students and parents; provides information and assistance; resolves complex problems.
- Reviews and processes Satisfactory Academic Progress Appeals; reviews and processes Special Circumstances and Dependency Appeals.
- Oversees a variety of federal and state financial aid programs.
- Directs the maintenance of department files and records.
- Coordinates and participates in financial aid workshops, fairs, or other events.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of federal, state and institutional financial aid programs, policies and procedures.
- Knowledge of college enrollment management policies and procedures.
- Knowledge of the Banner financial aid module.
- Knowledge of federal and state student aid online reporting systems.
- Knowledge of need analysis principles.
- Knowledge of supervisory principles and practices.
- Skill in the delegation of responsibility and authority.
- Skill in the operation of computers and job related software programs.
- Skill in decision making and problem solving.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Director of Financial Aid assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include federal and state rules and regulations that pertain to the awarding and disbursing of federal and state aid. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to assist in directing the college's financial aid operations. Success in this position contributes to the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, other college employees, students, parents, representative of student loan companies, representatives of federal agents, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Student Accounts Coordinator (1), Financial Aid Counselor (3), Senior Administrative Assistant (1), Financial Aid Assistant (1) and other assigned part-time personnel.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.