

**DEAN, FINANCIAL AID**

**JOB SUMMARY**

Under the direction of the area administrator, responsible for directing, planning, organizing, developing, and evaluating the District's federal, state, and institutional financial assistance and scholarship programs; authorizes financial aid packages and assures compliance with federal and state program requirements. Incumbent is responsible for all contractual aid agreements with federal and state agencies and must ensure regulatory compliance of institutional, state and federal aid programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Plan, organize, implement, and administer the Financial Aid and Scholarship Services Department through subordinate managers and supervisors; provide direction including planning, goal setting, implementation, coordination, evaluation and accountability for financial assistance and scholarship programs.
2. Develop, implement, and enforce policies and procedures concerning the operation of the financial aid program, implementing revisions as necessary to comply with changes in federal, state and local laws and codes and institutional policies, procedures and protocols; anticipating future needs, recommend and develop policies and procedures.
3. Supervise assigned personnel in accordance with District policies, procedures, and applicable employee contracts/handbooks; select, train, and evaluate assigned personnel; recommend appropriate personnel actions; recommend staffing and equipment needs for the program areas.
4. Administer internal audits with state guidelines annually and disbursement schedules to ensure proper spending; manage the compiling, monitoring, evaluating, analyzing, reviewing, and verifying of data related to the District's population of eligible and awarded students, including mandated federal, state, and institutional reporting as required.
5. Implement and manage the financial aid computer information system used in student needs analysis, awards, records maintenance, and communication with students; oversee the resolution of problems with appropriate department.
6. Develop and manage the Financial Aid and related budgets; manage financial resources consistent with District policy and sound financial management principles; allocate and reallocate resources among competing requests for funds; evaluate, approve, and process department expenditure requests.
7. Oversee, manage, and monitor status of program funds and office operational funds; prepare disbursement program guidelines; monitor accounts for proper expenditure of financial aid and District and categorical operational funds.
8. Manage, direct, and control the District's and Foundation scholarship programs to ensure awarding and disbursement of scholarships consistent with applicable requirements.
9. Reviews correspondence from students with special circumstances and resolves as appropriate,

serving as the final administrative decision-maker; conducts student appeals as appropriate; determines proper courses of action as final appeals for financial aid awards Provides second- or third-level investigation and responses to student grievances.

10. Coordinate and integrate department operations with other District departments to ensure accurate and current data and to achieve efficient, effective and timely processing and service to students.
11. Prepare a variety of complex statistical and narrative reports; oversee the maintenance of accurate financial aid records and files.
12. Manage the dissemination of information regarding financial aid and scholarship application processes to internal and external stakeholders as appropriate; direct and oversee the creation and dissemination of student financial and scholarship information, notices, publications and other information; ensure presentations, orientations, and financial aid workshops are provided to stakeholders.
13. Coordinates and integrates functional responsibilities with other District departments for outreach activities related to financial aid and scholarships and to achieve efficient, effective, and customer-responsive performance; work cooperatively with faculty, administrators, and supervisors to coordinate programs and services within Financial Aid and Scholarship Services to meet student needs.
14. Attend a variety of meetings, workshops, and conferences; represent the District locally, regionally, at the state level, and nationally to other educational institutions, community organizations and agencies.
15. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

1. Applicable federal, state, and local codes, laws and regulations, including those pertinent to financial aid.
2. Managerial principles and practices.
3. Automated financial aid software systems.
4. Fundamental accounting and fiscal reporting procedures and practices.
5. Federal Internal Revenue Services (IRS) laws and regulations.
6. Challenges of economically disadvantaged students.
7. Financial aid needs analysis; financial and statistical analysis techniques.
8. Conflict resolution techniques.
9. Private and institutional scholarship programs.
10. Research techniques and methods.
11. Basic auditing principles and practices.
12. Budgeting principles and practices.
13. Public relations principles, including the use of tact, patience and diplomacy
14. Operations, policies, and objectives as relevant to assigned areas of responsibility.

### **Skills in:**

N/A

**Ability to:**

1. Managing federally- and state-regulated programs.
2. Providing leadership, support, and assistance associated with financial aid issues.
3. Analyze and troubleshoot difficult situations accurately and adopting effective courses of action.
4. Establish and maintain effective working relationships with those contacted in the course of work.
5. Interpret complex data and information.
6. Interpret, apply, and explain rules, regulations, laws, codes, policies and procedures.
7. Communicate effectively both orally and in writing.
8. Mediate difficult and/or hostile situations.
9. Effectively responding to situations/incidents using sound judgment and decision-making skills.
10. Investigate and resolve grievances.
11. Maintain confidentiality and exercise discretion.
12. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

**QUALIFICATIONS AND REQUIREMENTS**

**Education and Experience:**

1. A Master's degree from an accredited institution in one of the disciplines taught in the district or in education, administration, or a related field; AND
2. Five (5) years of direct experience in a financial aid office in higher education or similar setting;  
OR
3. An equivalent combination of education, training, and/or experience; AND
4. Experience must include three (3) years of experience in a leadership or supervisory role

**Licenses and Certifications:**

Travel will be required for this position between District locations. Incumbent will be responsible for securing transportation to assigned locations.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms; occasionally stoop, bend, kneel, crouch, reach, and twist; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 20 pounds.

Office environment with moderate noise levels, controlled temperature conditions, and constant interruptions. Incumbents may interact with upset staff, students, and/or the public in interpreting and enforcing departmental/district policies and procedures.