

DIRECTOR, FINANCIAL AID

JOB SUMMARY

Under general direction of the area administrator, plan, organize, coordinate, and manages the day-to-day operations, staff, and activities of the financial aid, student loans, and student employment areas while ensuring compliance with federal, state, and institutional policies procedures, and regulations that pertain to eligibility determination, awarding, and disbursement of financial aid.

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. Assist in the planning, organizing, coordinating, and managing of the operations and activities of all financial aid programs, including the student loan program and student worker program; coordinates with a variety of other departments to ensure timely and accurate processing of financial aid.
2. Interpret, apply, and enforce federal, state and institutional financial aid policies, procedures and regulations that pertain to eligibility determination, awarding and disbursement of financial aid; Supervises the awarding and disbursement of multiple financial aid funds, including federal, state, and local allocations, and ensure accurate reconciliation and reporting; audit and adjust need levels, confirm resources, and award funds within pre-existing parameters; certify and sign loan promissory notes and sends to appropriate bank for processing; oversee the creation of loan origination records for eligible students.
3. Assist in the training, supervision, and performance evaluation of assigned professional, technical and support personnel.
4. Participate in financial aid outreach activities and District sponsored functions on and off-campus to educate prospective and current students about federal, state and institutional financial aid opportunities; assist in designing and implement a strong marketing, outreach and recruitment effort to inform students and community about financial aid opportunities and resources, and collaborate in the overall District marketing, outreach and recruitment planning and activities.
5. Supervise student file development and perform mandatory verification of applications; perform needs analysis and award funds consistent with institutional policy and federal regulations; verify and review student financial aid files in accordance with federal methodology.
6. In coordination with the area administrator, assist in the preparation and monitoring of the annual program budgets; prepare recommendations and justifications regarding budget requests; recommend expenditures according to District policies and applicable regulations.
7. Manage a complex Enterprise Resource Planning (ERP) system to coordinate the delivery of student financial aid and the maintenance of student financial aid records; evaluate, assess and implement new and/or revised technology to address changing needs and requirements; troubleshoot student management computer system, Financial Aid Web, and other Financial Aid software issues; lead the development and implementation of an automated financial aid system in conjunction with the Information Technology Department.

8. Assist the area administrator in the development of the Financial Aid Master Calendar with all department functions of the district (i.e., Enrollment Services, Information Technology, categorical programs, etc.) to ensure the implementation and delivery of Financial Aid in a timely manner within all regulations.
9. Monitor and manage disbursement records of federal funds: Pell Grant, FSEOG, FWS, Direct Student Loans, state funds, and institutional aid; inform students of default status.
10. Initial resolution contact for students having unusual financial aid issues; provide resolution and/or referral to community/District resources; escalate issues/concerns to area administrator if deemed appropriate.
11. Assist in the preparation and submission of a variety of complex reports and correspondence, including local state and federal agencies (i.e., FISAP, BFAP and MIS) and a variety of statistical and narrative reports; assist in the coordination and responses to periodic audits and surveys.
12. Assist the area administrator in the development of an annual program review/Student Learning Outcomes (SLO's) and Department Learning Outcomes (DLO's) and budgets when applicable.
13. Assist the area administrator in the development, review and implementation of financial aid policies and procedures; recommend updates and make changes as needed; examine, analyze, and recommend appropriate action to the area administrator on matters related to the administration of financial aid services; coordinate the workflow to ensure timely and accurate processing of financial aid; recommend and implement approved appropriate methods and procedures to optimize efficient and effective delivery of services to students.
14. Serves as a contact and liaison for the U.S. Education Department, California Community Colleges Chancellor's Office, California Student Aid Commission, other local, state, or federal regulatory agencies, internal and external constituents for compliance audits, program reviews, student complaints or concerns, and system improvements for the enhanced delivery of financial aid services
15. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Federal, State and local student financial aid/award programs, regulations and guidelines.
2. Operation of microcomputer equipment and various software programs including student information systems, database management, spreadsheet and word processing computer applications software and specialized software used in awarding various types of financial aid.
3. Principles and practices of supervision, training, evaluation, recognition and progressive discipline.
4. Oral and written language usage, grammar, spelling, punctuation and vocabulary.
5. Financial and statistical record keeping techniques.
6. Higher education mission, organization, operations, policies and objectives in community colleges.
7. Evaluation methods.
8. Budget preparation and control.
9. Effective practices and methods for program planning, developing, implementations, and evaluation.
10. Fundamental accounting and fiscal reporting procedures.
11. Modern office practices, procedures and equipment.
12. Data processing applications to financial aid needs analysis, accounting and recordkeeping, ERP, Title

BOT APPROVAL DATE: TBD

FLSA: EXEMPT

IV WAN, and federal electronic software.

13. Applicable sections of Federal Financial Aid State Education Code and other applicable laws.

14. Technical aspects of Financial Aid.

Skills in:

N/A

Ability to:

1. Work within complex, integrated ERP systems.
2. Communicate effectively, both verbally and in writing, with faculty and staff, students and community members.
3. Meet schedules and timelines; organize multiple projects effectively; and carry out required project details throughout the year.
4. Read, interpret, explain and apply provisions of federal, state and local rules, regulations and guidelines related to financial aid programs.
5. Exercise sound, professional judgment in reviewing and screening applications for grants, work study, and loans to determine eligibility according to federal and State guidelines.
6. Work independently with little direction.
7. Work confidentially and with discretion.
8. Develop and maintain accurate records and reports.
9. Analyze situations, adopt an effective course of action and see it through to completion.
10. Prepare and deliver oral presentations and training.
11. Process student financial aid applications.
12. Maintain current knowledge of the regulations, policies and application requirements and eligibility criteria for financial aid and scholarship programs, including computer hardware and software enhancements.
13. Establish and maintain cooperative and effective working relationships with others.
14. 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 Bachelor's degree from an accredited institution in education, finance, accounting, business administration, or related field; AND
2. Five (5) years of full-time, professional work experience in the administration of financial aid – experience must include one (1) year in a leadership or supervisory role; OR
3. An equivalent combination of education, training, and/or experience.

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

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential job functions.

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, speak clearly and distinctly to answer telephones and to provide information; 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.

Standard office setting. Duties are performed primarily in an office environment while sitting at a desk or computer workstation. Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. At least minimal environmental controls to assure health and comfort. Incumbent may interact with upset individuals in interpreting and enforcing departmental policies and procedures.