

**JOB TITLE:** Director, Financial Aid

**DEPARTMENT:** Financial Aid

**LOCATION:** Union Campus

**REPORTS TO:** Vice President, Student Development

**FLSA:** Exempt

**LEVEL:** 206

**DATE:** 4/24/24; 10/18/23; 3/16/18

**POSITION SUMMARY:** Responsible for managing and coordinating all financial aid programs at the college in accordance with federal and state regulations, providing supervisory leadership to Financial Aid staff and customer service to students/parents and for developing, implementing and enforcing the College's financial aid policies.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications)* Bachelor degree required, Master Degree preferred; three years of full-time directly related work experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Plan, develop, and implement yearly institutional awarding strategies to assure the proper disbursement of allocated state, federal and institutional student aid
- Provide professional leadership and assume responsibility for all aspects of the student aid programs
- Maintain accurate, complete, and accessible record systems for student applications and program operations, which will satisfy required audits and prepare/submit annual reports to state and federal government
- Supervise all Financial Aid personnel including -selection, retention, promotion, professional development planning and discharge as appropriate.
- Develop and monitor department budget.
- Develop and implement, appropriate policies and procedures to govern the operation of student financial aid activities in compliance with federal and state statutes, guidelines, and college policies
- Develop clear and informative financial aid forms and communication tools to collect and disseminate accurate information to assure eligibility of student aid recipients according to federal, state, and local regulations.
- Work with Marketing and Communication to come up with a yearly marketing plan for Financial Aid.
- Counsel and advise students and parents regarding programs and procedures and assist with the applications. Provide financial planning.
- Create and implement FASFA education plan for area high school partners, prospective, and current students.
- Present Financial Aid sessions at orientation and other institutional related activities.
- Serve as Veteran's Certifying Official and liaison to the Dept. of VA.
- Perform Return of Title IV calculations
- Evaluate professional judgment requests
- Read, understand and interpret student financial aid laws and regulations to various constituents, staying abreast of and assimilating frequent changes, and implementing revised procedures as required.
- Coordinate financial aid office activities with other college areas to assure that information exchanges and transactions on each student aid program are conducted and recorded as required.
- Manage day-to-day activities of the FA office supervising all assigned staff, preparing and authorizing budgetary expenditures and resolving problems as necessary.
- Resolve conflicts with recipients and applicants regarding FA issues.
- Perform periodic close-out functions for the various programs preparing the appropriate reports, arranging for the return of funds, notifying recipients of overpayments and making arrangements for repayments.
- Attend meetings, participate in committees and attend training necessary to stay abreast of federal regulations concerning FA.
- Serve as a member of the Student Development leadership team to develop and execute change management and process redesign initiatives that will lead to operational efficiencies.

- Create and foster a team environment where staff members are encouraged to develop and grow by being given opportunities for training, event coordination, project management, data analysis, or other areas of expertise.
- Plan, lead, and provide guidance on human resource activities, such as hiring, performance evaluations, disciplinary actions, and other staff-related concerns.
- Leads in the development and maintenance of comprehensive manuals that outline policies and procedures related to departmental operations.
- Leads the assessment efforts related to Student Learning Outcomes, regional and national standards.
- Review, leverage, and interpret data to meet established standards in service levels, staff productivity, and quality assurance.
- Facilitate a yearly student voice collection strategy and use results to implement improvement(s) to department practice.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Excellent organizational, analytical and planning skills. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Employee development and performance management skills. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Availability to work or meet in the evenings and/or on weekends. Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Knowledge of accounting procedures and ability to apply them to financial aid program management. Demonstrated skills in the administration of financial aid programs and the ability to adapt quickly to changes in the rules. Ability to interpret and implement federal and state regulations governing the administration of financial aid programs. Ability to interact effectively with diverse student populations and co-workers

**LEADERSHIP and COMMUNICATION SKILLS:** Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal and communication skills. Ability to make administrative/procedural decisions and judgments. Strong interpersonal and communication skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments.

**DECISION-MAKING and ANALYTICAL SKILLS:** Decision-making is a significant part of job, affecting a large segment of the School Administration and the general public. Perform professional or managerial work including advanced data analysis and synthesis

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

**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.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Associate Director, Financial Aid Advisors, Financial Aid Specialists

**SIGNATURES:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*