

JOB TITLE: Associate Director, Financial Aid

DEPARTMENT: Financial Aid

LOCATION: Union Campus

REPORTS TO: Director, Financial Aid

FLSA: Exempt

LEVEL: 203

DATE: 10/21/19; 04/29/2015

POSITION SUMMARY: Responsible for assisting in the administration of all federal, state, and college student financial aid programs, providing leadership in financial aid operations and advising financial aid staff and providing service to all financial aid applicants and recipients.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of bachelor's degree; One year related experience; prior financial aid experience is essential.

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

- Counsel and advise students and parents regarding financial aid programs and applications procedures and assist with the application process.
- Provide guidance to financial aid applicants and loan recipients concerning financial planning, resources.
- Coordinate the Student Loan program and perform all aspects of loan approval notifying the Financial Services office weekly of loan disbursements; verifying that all funds are received and resolving any rejects as they occur.
- Review students' application materials for compliance with various forms of federal, state, and institutional assistance program eligibility requirements and make award decisions.
- Coordinate the loan default prevention program, encouraging borrowers to make arrangements for repayment, placing holds on accounts as necessary.
- Present financial aid orientation sessions at the main campus and extension centers as well as high schools and college fairs.
- Provide Financial Aid services to College satellite sites.
- Assist in establishing financial aid operating guidelines for determining eligibility and allocating resources and recommending process changes/improvement.
- Assist Director with annual reporting requirements, return of Title IV calculations and SAP Appeals; Dependency Overrides and Professional Judgments.
- Manage daily operations of the Financial Aid office including supervision in the absence of the Director.
- Attend meetings and participate in committees, as assigned, and attend training necessary to stay abreast of regulations concerning financial aid.
- Maintain communication with all divisions of the college, appropriate federal and state agencies, and lending institutions.
- Serve as the point of contact for the Delinquency Resolution third-party servicer.
- In coordination with the Finance Office, complete the monthly reconciliation of the federal Pell Grant program and federal student loan program.
- Serve as the secondary Destination Point Administrator for the College.
- Document and ensure the College's compliance with Quality Assurance provision within the federal aid programs.
- Oversee/troubleshoot the document imaging service in the office.
- May require adjustment of schedule to work evening and/or occasional weekend.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of general office procedures and filing systems; knowledge of basic accounting procedures and computer skills; knowledge of federal and state financial aid programs and guidelines; effective organizational and management skills; ability to adapt quickly to changes in rules and regulations and stay within compliance.

LEADERSHIP and COMMUNICATION SKILLS: Excellent oral and written communication skills to convey ideas, facts, and information effectively and accurately to students, staff, faculty, and the general public; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; ability to interact effectively with diverse student populations and a wide variety of co-workers; well-developed public speaking and presentation skills; effective telephone skills; comply and enforce policies, procedures, and instructions.

DECISION-MAKING and ANALYTICAL SKILLS: Ability 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. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet established deadlines; ability to handle confidential matters judiciously. Apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions; ability to use independent judgment and discretion; may be responsible for actions of others requiring development of procedures and constant decisions affecting subordinate workers, students, customers, clients, or others in the general public.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology and standard office equipment.

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.

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.

POSITIONS SUPERVISED: None

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.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: Applicants for admission and employment, students, employees, and sources of referral of applicants for admission and employment and individuals with whom the Board of Trustees and college officials do business are hereby notified that 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, 005-D Donald Shook Student Center, telephone number 636-584-6710 or hnotice@eastcentral.edu.