

ASSISTANT DIRECTOR, FINANCIAL AID

DEFINITION

Coordinate office customer service and outreach operations, supervise assigned staff and act as chief financial aid officer in the absence of the Associate Dean.

SUPERVISION RECEIVED AND EXERCISED

Supervision received by the Associate Dean, Financial Aid.

EXAMPLES OF DUTIES

Oversee the clerical operations of the office to ensure timely processing of financial aid.

Oversee all aspects of customer service, including counter service, phone assistance, student workshops and printed materials.

Coordinate financial aid outreach and high school financial aid nights.

Supervise, train, assign and review work and evaluate assigned staff.

Responsible for understanding and implementing federal and state laws and regulations, office policies and procedures and institutional policies.

Perform need analysis and package assigned student case load.

Resolve financial aid and office issues as they arise; participate in the Financial Aid Appeals Committee.

Advise students regarding program eligibility requirements, personal budgeting and financial management.

Coordinate the student loan program.

Represent the Financial Aid Office on campus and professional committees. Represent the District at professional conferences, meetings and workshops. Act as liaison to the college's Study Abroad Program.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Operations, processes and activities of a college financial aid office.

Federal and state financial aid programs, regulations and guidelines.

Principles and practices of training and supervision.

Methods and techniques of needs analysis and financial aid packaging.

QUALIFICATIONS (continued)

Interpersonal skills using a customer service approach based on tact, patience and courtesy.

Technical aspects of field of specialty.

Basic research methods.

Knowledge and familiarity with standard financial aid software applications, personal computers and mainframe systems.

Ability to:

Supervise and evaluate staff in a fair manner while demanding the highest level of performance.

Demonstrate effective oral and written communication skills.

Handle difficult and problem students in a multicultural, multilingual environment.

Manage complex financial aid programs.

Learn and understand federal and state regulations and apply them to office policies and procedures.

Stay abreast of federal and state laws and regulations; recommend procedural changes as required; inform other staff of regulatory changes as they occur.

Perform a multitude of high volume, complex tasks simultaneously.

Evaluate office systems and develop appropriate policies and procedures.

Perform work requiring the highest level of detail and accuracy.

Organize and prioritize work appropriately to meet deadlines and completion expectations.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Bachelor's degree in Business Administration, Accounting, Information Systems, Human Relations from an accredited college or university or other educational programs directly related to the duties to be performed.

Four years of technical work experience in financial aid or other specially funded programs, including computer software experience.

One year of supervisory experience.

Desirable:

Master's degree in Business Administration, Accounting, Information Systems, Human Relations from an accredited college or university or other educational programs directly related to the duties to be performed.

Previous work experience in a financial aid office in a college environment.