

Classification Description

Job Title: Senior Associate Director,
Student Financial Aid

Pay Grade: Administrator

Job Code: 3889

FLSA Status: Exempt

Job Purpose

The Senior Associate Director is an administrative professional position that will support and execute the management, administration, and strategic direction for all student financial aid programs College-wide. This position supervises a team of financial aid processing professionals, providing guidance, training and performance feedback. This position requires close adherence to and compliance with all Federal, State, and College student financial aid laws, regulations, guidelines, and operating procedures. This is an administrator on annual contract position.

General Responsibilities

Essential Functions

Develops and implements best practices for the day-to-day management of all student financial aid programs and operating procedures, and acts as departmental authority in the absence of the Director, Student Financial Aid.

Supervises and directs work of the financial aid processors of the PELL Grant, Direct Loans, VA and Scholarship Programs.

Manages and coordinates the overall administration process of Federal Pell Grant and Federal Supplemental Education Opportunity Grant (FSEOG) funds, including reconciling funds with Financial Services Office and the Department of Education.

Oversees the awarding, disbursing, reporting, and reconciling of all Federal Grant Programs.

Oversees the effective and accurate recalculations of financial aid, including Return of Title IV.

Develops, implements and maintains a verification process including, but not limited to, working as a liaison with third party servicers to implement quality control measures to ensure the integrity of the process.

Ensures the resolution of overage awards, rejected COD records, and Federal Pell Grant overpayments.

Oversees the scholarship administration of the College, to include the administration of athletic aid. Monitors and improves processing efficiently by implementing streamlined workflows and utilizing technology solutions.

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Monitors and ensures the accurate adjustment of student accounts due to changes in enrollment.

Coordinates audit and program reviews conducted by outside agencies and government offices.

Reviews, analyzes and uses professional judgment when approving or rejecting College-wide requests beyond normal College Operating Procedures.

Collaborates with appropriate departmental leadership and College staff to develop, implement, and assess processes, functions, and operational efficiencies within the OSFA.

Collaborates with appropriate departmental leadership and College staff to implement and train staff on new software and systems. Participates in a comprehensive departmental training plan for new hires, as well as on-going professional development for all members of the OSFA College-wide.

Supports department and College leadership with fiscal management for the OSFA. Assists in the budget administration of the office, both for the financial aid programs and the office operating budget.

Cross trains in various areas of the department and participates in the daily operations, as needed, of the OSFA to ensure a complete understanding of departmental functions and support the maintenance of a high level of customer service at all times.

Provides guidance and counseling to students, parents and staff on financial aid matters and ensures the resolution of student account issues when necessary.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Five (5) years of full-time professional work experience in the administration and technical aspects of managing Title IV Student Financial Aid Programs or related matters at the post-secondary level. Appropriate combination of education and experience may be substituted.

Knowledge of financial practices and reporting, including compliance with Federal Financial Aid Policies and Procedures and applicable Federal and State laws; includes knowledge of Federal Cash Management Regulations.

Ability to analyze fiscal data and prepare accurate reports and statements.

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Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel) and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze, and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance, and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action, and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities, and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: April 3, 2020. Revised: August 23, 2023.