

# Classification Description

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**Job Title: Senior Associate Director,  
Student Financial Aid Operations**

**Pay Grade: Administrator**

**Job Code: 4169**

**FLSA Status: Exempt**

## **Job Purpose**

This is an advanced professional position that oversees operations for the Office of Student Financial Aid (OSFA). The Senior Associate Director, Student Financial Aid Operations will support and execute the management, administration, and strategic direction for the Office of Student Financial Aid operations. This leadership position combines customer service, staff supervision and technical expertise to support the College's mission of providing accessible and affordable higher education to our diverse student population. This position requires close adherence to and compliance with all Federal, State, and College Student Financial Aid laws, regulations, guidelines, and operating procedures. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

## **General Responsibilities**

### **Essential Functions**

All staff in the Office of Student Financial Aid are expected to serve students in a manner that prepares students for success. Financial aid staff will engage in outreach via email communication, call campaigns, and other proactive measures to ensure students are well-informed of their Financial Aid options and opportunities.

Develops and implements best practices for the management of all Student Financial Aid programs and operating procedures, and may act as the departmental authority in the absence of the Director, Student Financial Aid.

Addresses complex Financial Aid -related questions and concerns, offering guidance and solutions.

Responsible to interview, hire, supervise, evaluate, lead, and mentor a team of front-facing Financial Aid Specialists and support staff, ensuring their professional growth and adherence to departmental policies and procedures.

Plans, assigns and directs work of OSFA staff for area of responsibility.

Oversees the management and administration of Financial Aid software systems, ensuring accurate data processing and compliance with federal, state, and institutional regulations.

Collaborates with IT to troubleshoot technical issues and streamline processes related to Financial Aid systems.

## SENIOR ASSOCIATE DIRECTOR, STUDENT FINANCIAL AID OPERATIONS

Monitors the various communication channels with students such as Zoom, Chat, Email and Phone services to ensure appropriate staff coverage and wait times are adequate and makes adjustments, as needed.

Coordinates the intake of documents including Satisfactory Academic Progress Appeals, Change of Circumstances, Dependency Overrides, and other necessary documents needed to complete a student's financial aid file.

Responsible for overseeing coverage of the Financial Aid offices.

Travels to all campuses to ensure appropriate setup of campus Financial Aid staff.

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

Collaborates with the departmental senior leadership to ensure the Financial Aid policies and procedures manual is current and accurate.

Maintains expert knowledge of federal, state, and institutional Financial Aid laws, regulations, guidelines and operating procedures.

Collaborates with departmental leadership in the supervision of all Financial Aid employees College-wide.

Collaborates with OSFA senior leadership to provide Financial Aid training to assigned staff for area of responsibility.

Collaborates with appropriate departmental leadership and College staff to implement and train staff on new software and systems.

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

Oversees select Financial Aid staff who perform verification and R2T4 calculations.

Supports department and College leadership with fiscal management for the OSFA.

Develops, implements and maintains a verification process for subordinate staff that may participate in that process.

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 on Financial Aid matters and ensures the resolution of student account issues when necessary.

## SENIOR ASSOCIATE DIRECTOR, STUDENT FINANCIAL AID OPERATIONS

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

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.

Participates in audit and program reviews conducted by outside agencies and government offices.

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. This includes knowledge of Federal Cash Management Regulations.

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

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.

## SENIOR ASSOCIATE DIRECTOR, STUDENT FINANCIAL AID OPERATIONS

- 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: September 15, 2023.