



Classification Description

Job Title: Director, Financial Aid

Pay Grade: Administrator
Schedule

Job Code: 3222

FLSA Status: Exempt

Job Purpose

This is a professional administrator level position responsible for the planning, organization, and supervision of the College-wide Financial Aid department to administer federal, state, and institutional financial aid funds and services. This position coordinates and manages all financial aid programs, ensuring compliance with all federal, state, and institutional financial aid regulations, policies, and procedures. This is a College Administrator on annual contract position.

General Responsibilities

Essential Functions

Supervises personnel in accordance with College policies and applicable laws including interviewing, hiring, and training employees; plans, assigns, and directs work; rewards and disciplines employees or makes such recommendations to the appropriate manager; addresses complaints and resolves problems.

Leads staff meetings, shares information as appropriate, promotes the development of ideas for improved services and efficiency, and encourages teamwork.

Develops, implements, and revises policies and procedures to ensure compliance with federal and state laws, regulations and College policies related to financial aid and scholarships.

Monitors, approves, and/or revises all financial aid packaging for all qualified applicants in accordance with federal, state, institutional, and other policies and procedures.

Oversees the Satisfactory Academic Progress (SAP) and Return of Title IV (R2T4) Funds processes.

Oversees coordination of student loan processing between students, federal government, and the institution. Oversees Title IV refunds and repayments, including U.S. Department of Education and National Student Loan Data System notifications.

Represents the office to various funding agencies, media, student groups and other external groups.

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Provides professional leadership and consultation within the State of Florida, as well as various professional associations in ways that benefit the College and the student population that it serves including, but not limited to, FAFSAA, SASFAA, and NASFAA.

Coordinates and integrates financial aid operations on all FSW campuses.

Determines annual Cost of Attendance for all categories of students.

Develops an annual awarding strategy for the available Federal/State/Institutional financial aid funds to optimize the resources in the best interest of FSW and its students and to complement the enrollment goals of the College.

Manages and updates the Federal Program Participation Agreement to allow FSW to remain eligible for Title IV funding.

Designs and produces fiscal reports to reflect the impact of financial aid on students and the College to provide a basis for strategic planning efforts affecting future initiatives.

Tracks student interactions with the Financial Aid office via phone, email, chat, or in-person to enhance the service levels.

Tracks utilization of work study funds to maximize the funding levels annually.

Monitors borrowing levels to help develop effective financial literacy programs.

Collaborates with other appropriate College departments to ensure accurate and timely exchange of information.

Oversees reconciliation process for federal grant and loan programs.

Administers appeals process related to SAP and Special Circumstances. Establishes appeal guidelines and ensures they follow regulatory requirements. Notifies students of appeal outcomes and counsels students on available options.

Develops, modifies, implements, and maintains the application intake and tracking process for proper documentation of all awards for audit trail. Maintains fund control records in accordance with funding level limitations. Completes federal, state, and institutional reports including applications for federal funding and reports the expenditures of funds allocated, such as the FISAP. Coordinates internal reconciliation efforts and reports to reviewing entities, such as auditors, program reviewers, and accreditation teams.

Develops and conducts financial aid presentations and participates in outreach activities, such as New Student Outreach, High School Outreach, financial aid workshops, etc.

Develops, designs, revises, and updates all publications (website, College catalog, and other media) relating to financial aid. These include financial aid applications, forms used for tracking applications, correspondence forms, and brochures. Provides training and materials to College staff regarding the financial aid process.

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Facilitates coordination and communication between respective College departments as related to the Office of Financial Aid to create a positive educational experience for students. Integrates efforts to maximize the role of Financial Aid in recruiting and retention.

Counsels and advises students, parents, high school guidance counselors, and staff regarding financial aid availability and relevant policies and procedures.

Maintains, researches and submits information regarding budget as needed. Serves as budget administrator for the College district student financial aid funds.

Works collaboratively with the Office of Information Technology to ensure the proper functioning of the student information system as it relates to financial aid processes and other financial aid software and systems.

Responsible for developing, writing and assessing the Institutional Effectiveness Plans for the Office of Financial Aid.

Assures payroll work authorizations for all department staff.

Maintains current knowledge of federal, state and institutional financial aid policies, procedures, and programs. Attends trainings/conferences as necessary to keep knowledge current.

Maintains current knowledge of NJCAA athletic rules and regulations as they pertain to financial aid that student athletes receive.

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 demonstrated successful full-time professional administrative or supervisory experience in administering student financial aid programs.

Broad knowledge of federal, state and local donor, grant, scholarships, and loan program restrictions, regulations and laws.

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

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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.

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Environmental: Normal general office.

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

Approved: October 13, 2009. Revised: February 1, 2011, August 16, 2013, July 1, 2014, April 6, 2016. August 15, 2017, November 24, 2020, and September 18, 2025.