



Classification Description

Job Title: Senior Associate Director, 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 Financial Aid. The Sr. Associate Director, Financial Aid Operations will support and execute the management, administration, and strategic direction for the Office of 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 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 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 Financial Aid programs and operating procedures, and may act as the departmental authority in the absence of the Director, Financial Aid.

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

Collaborates with the Director to ensure accurate submittal of the FISAP, Financial Aid Fee Report and other mandated fiscal reporting.

Collaborates with the Director 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 the work of Financial Aid staff for area of responsibility.

SENIOR ASSOCIATE DIRECTOR, FINANCIAL AID OPERATIONS

Serves as the liaison with Information Technology & Digital Strategies regarding changes needed to the various communication channels which include, but are not limited to, MyFSW student portal, QLess Management System, FSW Virtual Kiosk (ViKi), Chatbot, Live chat, and the Student Financial Services website.

Analyzes, reviews, and reports on the outcome of Financial Aid outreach programs.

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.

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 adjusts, as needed.

Oversees tasks related to the intake of documents including Satisfactory Academic Progress Appeals, Special Circumstances, Unusual Circumstances, and other necessary documents needed to complete a student's financial aid file.

Responsible for overseeing coverage of 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.

Oversees and 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 the Office of Financial Aid's senior leadership to provide 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 Office of Financial Aid.

Supports department and College leadership with fiscal management for the Office of Financial Aid.

SENIOR ASSOCIATE DIRECTOR, FINANCIAL AID OPERATIONS

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, in the Office of Financial Aid 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.

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

Oversees and collaborates in a comprehensive departmental training plan for new hires, as well as on-going professional development for all members of the Office of Financial Aid College-wide.

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

Provides relevant and accurate information in person, by electronic means including email and chat, to inquiries related to tuition fees, cash/credit card payments, refunds, TIP, HIP, 1098T, Bank Mobile, collections, and other student account inquiries.

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 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, and MS Excel) and electronic mail.

SENIOR ASSOCIATE DIRECTOR, FINANCIAL AID OPERATIONS

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.
- Make presentations in front of various group sizes.
- 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.

SENIOR ASSOCIATE DIRECTOR, FINANCIAL AID OPERATIONS

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. Revised: September 24, 2024, and September 24, 2025.