



Classification Description

Job Title: FA Processing Supervisor

Pay Grade: 116

Job Code: 4327

FLSA Status: Exempt

Job Purpose

This is a professional position responsible for overseeing and managing the daily operations of the financial aid processing team. This role ensures accurate and timely processing of financial aid processes, maintains compliance with federal and state regulations and provides exceptional service to students and their families. The Financial Aid (FA) Processing Supervisor will lead a team of financial aid processors, streamline processing procedures and contribute to the overall efficiency and effectiveness of Financial Aid. The Supervisor will maintain a thorough and current working knowledge of federal, state, and institutional rules, regulations, and procedures to ensure program compliance.

General Responsibilities

Essential Functions

Supervises, trains, and evaluates financial aid processing staff, ensuring adherence to office policies and procedures.

Develops and implements processing training programs to enhance staff skills and knowledge.

Oversees the processing of financial aid applications/programs, including verification, state programs, athletics, packaging aid and disbursement.

Ensures timely and accurate processing of all financial aid documents.

Reviews and approves complex financial aid cases and decisions.

Monitors compliance with federal, state, and institutional financial aid regulations and guidelines.

Implements corrective actions for any discrepancies or issues identified during audits.

Provides exceptional customer service to students, parents, and staff, addressing inquiries and resolving issues related to financial aid.

FINANCIAL AID (FA) PROCESSING SUPERVISOR

Identifies and recommends improvements to financial aid processing procedures to enhance efficiency and accuracy.

Collaborates with the Financial Aid leadership team to implement new technologies or systems that support processing operations.

Supervises assigned personnel in accordance with College policies and applicable laws, including interviewing, hiring, evaluating; plans, assigns, and directs work as directed.

Cross trains to support the overall function of Financial Aid, as needed.

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 in communications, psychology, marketing, or a related field.

Four (4) years of full-time professional work experience in financial aid. An appropriate combination of education and experience may be substituted.

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.

FINANCIAL AID (FA) PROCESSING SUPERVISOR

- 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 13, 2024. Revised: October 6, 2025.