



Classification Description

Job Title: FA Customer Service & Communications
Supervisor

Pay Grade: 116

Job Code: 4251

FLSA Status: Exempt

Job Purpose

This is professional work within the Office of Financial Aid responsible for training and supervising the FA Specialist I and II positions. The Financial Aid (FA) Customer Service & Communications Supervisor is responsible for counseling students regarding student financial aid matters. Work requires close adherence to federal financial aid policies and procedures and applicable state financial aid policies and procedures as well as institutional policies and procedures. The position works in the development and dissemination of electronic and written communications for the Office of Financial Aid.

General Responsibilities

Essential Functions

Supervises the daily activities of financial aid customer service staff (FA Specialist I and II positions), ensuring high quality customer service is provided efficiently and accurately and College operating procedures are followed by all assigned staff.

Supervises, coaches, counsels, and evaluates assigned staff.

Oversees and assists in the daily activities of assigned Financial Aid staff, including counseling students; receiving, reviewing, and processing applications; and handling issues related to financial aid services.

Supervises department Student Assistants, as assigned.

Collaborates with appropriate College leadership in the development and implementation of a comprehensive and innovative communication plan.

Produces quarterly/regular Financial Aid newsletters, one relevant to students, and another specific to staff.

Develops and implements a variety of communication campaigns supporting students, faculty and staff including, but is not limited to, e-mail communications, social media, and print.

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Works with the appropriate departments to deliver communications in their respective medium.

Works with the respective departments to disseminate the usage of Financial Aid TV (FATV) videos on College-wide televisions, College entrance signage and website graphics.

Recommends, develops, creates, or coordinates tutorials or other materials that explain Financial Aid processes to students, parents and other departments.

In collaboration with appropriate College staff, creates internal and external communication material for Financial Aid, providing accurate and effective communications targeted to the appropriate audiences at desired intervals to support the Office of Financial Aid's communication plan.

Maintains the integrity of the financial aid processing and recordkeeping process.

Performs quality control for financial aid records to ensure accurate processing of financial aid awards and information.

In collaboration with Financial Aid leadership, develops and implements financial aid procedures and ensures compliance with federal and state laws and regulations, and College operating procedures.

Adheres to all College, financial aid, FERPA, and related policies, regulations and procedures. Attends and participates in staff meetings and other appropriate College committee meetings. Serves on committees or special task force teams as requested by the supervisor.

Evening and weekend duties may be necessary within the normal workweek.

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 and four (4) years of experience in financial aid or related professional experience. An appropriate combination of education and experience may be substituted.

OR

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Associate's degree from a regionally accredited institution of higher education and six (6) years of experience in financial aid or related professional experience. An appropriate combination of education and experience may be substituted.

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

Ability to work evenings and weekends as required.

Experience as a customer service supervisor.

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.

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- 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 29, 2024. Revised: October 22, 2024, and October 6, 2025.