

Job Title: Executive Director of Financial Aid
Reports To: Vice President of Finance
Position Type: Full-Time, 12-Month
FLSA Status: Salaried, Exempt
Remote Work: Unavailable

OVERVIEW: Under minimal supervision, the Executive Director of Financial Aid will serve as chief administrator for the office of Student Financial Aid. This individual will be responsible for the oversight and administration of the student financial aid program consisting of federal, state and local funds.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide leadership and administrative oversight to the Financial Aid Counselors
- Stay abreast of Federal Aid regulations to ensure that the program is adequately administered.
- Searches Federal Register, Federal Student Aid Handbook, and other sources of information on student financial aid and maintains current file of applicable regulations, guidelines and procedures.
- Prepares budgets for campus-based aid and Pell Grants based on current guidelines.
- Serves on financial aid committee and administers all scholarship awards.
- Coordinates the filing and retrieval of information and preparation of reports.
- Attends faculty/ staff meetings, serving on committees or in leadership roles as requested.
- Maintains liaison between the institution and the Department of Education and other entities (public and private) whose primary mission is financial aid to students.
- Manage and monitor the student information system for the effective support and delivery of student information.
- Completes FISAP Report/ Application.
- Ensures that a needs analysis is completed for students requesting campus-based aid.
- Verifies Student Aid Reports (SARs).
- Provides guidance to students in preparing applications for all types of financial assistance.
- Reviews all student requests for aid and makes decisions on amount and type of assistance awarded.
- Provides oversight for student-facing services related to student finance.
- Advises students and/ or parents regarding financial aid available and the procedures used to apply for aid.
- Develops and maintains liaison with area high school personnel and counselors in order to facilitate aid application by students.
- Speaks with high school groups about financial aid sources when requested.
- Serves as a contact with financial aid counselors at universities to which students are transferring.
- Works in conjunction with Registrar on special programs when financial aid information is requested.
- Collaborate with the Director of IT to ensure that academic information is safeguarded through the focus of data integrity, security, information flow, and maintenance.
- Collect, analyze, interpret and distribute data to key internal stakeholders
- Ensures exception free audits and program reviews by remaining current federal and state law regulations.
- Ensures that students are informed about their eligibility for financial aid by directing a system for collecting and evaluating applications.
- Ensures that students and parents are well informed about the availability of various financial aid opportunities through written materials, personal interviews, and/or workshops.
- Maintain awareness of program policies and changes by reviewing and maintaining pertinent financial aid manuals, memoranda, and regulations.
- Calculate refund/withdrawal for students who have changed their enrollment status in accordance to applicable federal, state and local laws.

- Counsel with students regarding payments, submission of documents, number of credit hours scheduled and how financial aid awards are affected.
- Responds verbally and in writing to inquiries regarding service delivery, audits, administrative functions and daily operations of the Office of Financial Aid.
- Prepares the Memorandum of Understanding with the Department of Defense for campus.
- Serve as the certifying official for Veteran's Education benefits with the VA, programs include Post 911, Yellow Ribbon, Chapter 35, Chapter 1606 and Tuition Assistance for Reservists.
- Manage and monitor student progress for receipt of benefits in the VA programs.
- Develop and implement policies and procedures in accordance with federal, state and institutional record retention guidelines and make necessary recommendations for decision related policy changes.
- Develops and implements best practices that support the goal of enrollment growth and quality of services
- Orients and trains new staff members.
- Communicates with, motivates, and leads staff members.
- Conducts formal performance appraisal of subordinates.
- Instructs direct supervisors of FWS and FWEP students on regulations and procedures necessary to effectively maintain program.
- Must be flexible with work schedule and available to work weekends and evenings when necessary.
- Must be able to travel occasionally.
- Other related duties as assigned.

COMPETENCIES

- Excellent written and verbal communication skills.
- In-depth knowledge of federal, state, institutional, and private financial aid sources for students and procedures for acquiring aid.
- Knowledge of laws, regulations and guidelines regarding federal, state, and institutional financial aid programs.
- Knowledge of organization and philosophy of universities and colleges.
- Knowledge of college policies and procedures.
- Ability to utilize good interpersonal communication techniques.
- Ability to resolve practical problems.
- Ability to pay attention to detail.
- Ability to remain professional at all times during stressful situations.
- Ability to work as part of a group or independently.
- Ability to multi-task, prioritize and organize work to meet deadlines.
- Ability to effectively present information and respond to questions.
- Ability to follow confidential procedures.

COMPUTER SKILLS:

- Proficient ability to use Microsoft Office software to include Excel, Access, Word, and Outlook.
- Proficient ability to use Federal databases, including but not limited to COD and NSLDS.

PHYSICAL DEMANDS:

- The employee must be able to occasionally lift and/or move up to 20 pounds.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time standing, sitting and/or walking.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time using their hands to write, handle, control, or feel objects.
- Employee must be able to work a variety of hours and schedules.
- Other physical demands are proximate to comparable professional position in the public or private sector.

The physical demands described herein are representative of those an employee encounters while performing the essential functions and are not intended to limit the applicant pool. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

- This position works in a climate-controlled environment with a quiet to moderate noise level.

SUPERVISORY RESPONSIBILITIES:

- Train, manage, motivate and directs assigned staff.

EDUCATION, EXPERIENCE, and TRAINING:

- Master's Degree in relative field.
- Meet other appropriate training requirements or experience.

Note: Nothing in this job specification restricts management's right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons, with or without notice. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.