

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: FT, 12 months	Title	DIRECTOR OF FINANCIAL AID
Revised: 2/15/2013	Department	STUDENT AFFAIRS
Level: DIRECTOR	IPEDS	EXECUTIVE/ADMINISTRATIVE
FLSA: EXEMPT	Reports to	VICE PRESIDENT OF STUDENT AFFAIRS

POSITION SUMMARY

The Director of Financial Aid serves as chief administrator for the office of Student Financial Aid, Employment Authorization, Scholarships and Veteran Services and administers a student financial aid program consisting of federal, state, and local funds. The Director supervises the receipt, evaluation, and approval of requests for all programs, establishes procedures for and keeps records on transactions with students, ensures effective and efficient use of automated financial aid management systems, prepares or supervises the preparation of all required and ad hoc reports related to the operation of the offices and ensures that the College's use of funds is in compliance with applicable state and federal regulations.

MAJOR FUNCTIONS

1. Ensures that the College has exception-free audits and program reviews by remaining current on all federal and state laws and regulations that pertain to the programs administered by the office, implementing and/or modifying office procedures to comply with those laws and regulations, making certain that all required reports are prepared accurately and in a timely manner, and serving as a liaison to the financial aid audit team.
2. Ensures that the automated financial aid information system (PowerFAIDS) and student employment management systems are used efficiently and effectively and remain technologically up-to-date by acting as liaison between office personnel and software vendors, Crowder Information Technology, other service providers, and other offices within the College.
3. Contributes to the accomplishment of the enrollment management objectives of the College by recommending data-driven financial aid strategies within the framework of federal and state regulations that are consistent with those objectives and by administering financial aid, scholarship, and student employment programs that support student recruitment and retention.
4. Contributes to student satisfaction through delivery of quality customer service in all aspects of the administration of financial aid and student employment services.
5. Develops a competent, productive and effective departmental staff by hiring, training, and supervising staff and student employees both directly and through delegation.
6. Maintains open and effective communication among all supervised areas through the use of staff meetings, ad hoc meetings, e-mail, and one-on-one meetings with employees.
7. Ensures that students are informed about their financial aid eligibility by directing a system for collecting and evaluating applications, and for the timely and effective awarding of all types of financial aid.
8. Ensures that students and parents are well informed about the availability of financial aid using written materials, personal interviews, and workshops.

9. Ensures that the Office of Career Services adheres to federal guidelines in authorizing students to work under the Work Study program. Delegates authority to the Career Services Coordinator in establishing hiring guidelines and work opportunities for students seeking Work Study employment.
10. Ensures compliance with NJCAA and federal and state aid regulations by coordinating administration of NJCAA Division I financial aid programs with the Athletic Director.
11. Ensures that the College community has an understanding of and appreciation for the work accomplished by Financial Aid by representing the office on various college committees and by reporting accomplishments to a wide constituency.
12. Helps to ensure that operations funds are spent properly by making appropriate budget recommendations and administering the budgets for Financial Aid and Scholarship accounts.
13. Contributes to the development of good financial aid policy at the state and federal level by taking advantage of opportunities for input provided by the U.S. Department of Education, MDHE, and various professional associations.
14. Maintains competency and currency through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses as recommended by the Vice President of Student Affairs.
15. Contributes to the overall success of the Student Financial Aid Office by performing all other duties as assigned by the Vice President of Student Affairs.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE
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1. A Master's degree from a regionally accredited college or university in an appropriate field such as Business, Communications, Public Administration, or Guidance and Counseling is required.
2. Five or more years of experience in all aspects of college student financial aid administration are required. Experience as Director, Associate, or Assistant Director of a program of similar complexity and scope is preferred. Experience with a highly automated financial aid management system is required.
3. Must have a thorough knowledge of federal regulations as they pertain to the programs administered by the office.
4. Must know or be willing to learn applicable state regulations and regulations regarding administering financial aid for a NJCAA Division I program.
5. Must be able to communicate effectively both in writing and verbally, with students, parents, auditors, high school counselors, employees, college administrators, and other constituents of the financial aid office.
6. Must possess personnel management skills including interviewing, hiring, training, coaching, evaluating, and other skills necessary to manage a staff.
7. Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public.

EQUIPMENT/SOFTWARE

Information Technology Abilities required:

- Ability to operate a personal computer using the Windows environment.
- Ability to understand operating a personal computer within the Crowder College Network environment.
- Ability to use E-mail.
- Ability to perform basic Jenzabar/PowerFAIDS functions.

Ability to perform basic word processing using MS Word.
Ability to perform basic spreadsheet functions using MS Excel.

POSITIONS SUPERVISED

All personnel within the area of Student Financial Aid, Scholarships and Veteran Services.

WORKING CONDITIONS

1. Generally indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work will be required from time to time.
3. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the campus and various sites.
2. Input, access and distribute information using computers.
3. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to define problems, collect data, establish facts, and draw valid conclusions.
2. Ability to devise or modify methods or processes to solve specific problems.

LANGUAGE/COMMUNICATIONS SKILLS

1. Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.
2. Ability to effectively present information and respond to questions.