

POSITION DESCRIPTION

JOB TITLE: DIRECTOR OF FINANCIAL AID

DEPARTMENT: STUDENT AFFAIRS

SALARY RANGE: SALARY IS COMPETITIVE

FLSA: EXEMPT

IMMEDIATE SUPERVISOR: VICE PRESIDENT OF STUDENT AFFAIRS

SCHEDULE DETAILS: FULL-TIME/12 MONTH POSITION/PSRS

DATE OF LATEST REVIEW/REVISIONS: May 3, 2021

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, local and private 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 laws and regulations.

Essential Job Duties

- 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, local and private funds
- Ensures 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.
- 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.
- 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.
- Contributes to student satisfaction through delivery of quality customer service in all aspects of the administration of financial aid and student employment services.
- Develops a competent, productive and effective departmental staff by hiring, training, and supervising staff and student employees both directly and through delegation.
- 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.
- 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.
- Ensures that students and parents are well informed about the availability of financial aid using written materials, personal interviews, and workshops.
- 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.

- Supports the coordination and administration of NJCAA Division I financial aid programs with the Athletics Director.
- Ensures the college community understands and appreciates for the work accomplished by Financial Aid representing the office on various college committees and by reporting accomplishments to stakeholders.
- Helps to ensure that operating funds are spent properly, making appropriate budget recommendations, and administering the budgets for Financial Aid and Scholarship accounts.
- 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.
- 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.
- Performs other related duties as assigned by the appropriate administrator.

Required Knowledge, Skills & Abilities

- A Master's degree from a regionally accredited college or university in an appropriate field such as Business, Student Affairs, Public Administration, or similar.
- Five or more years of experience in all aspects of college student financial aid administration.
- Experience with a highly automated financial aid management system.
- Thorough knowledge of federal regulations as they pertain to the programs administered by the office.
- Must comply with applicable state, federal and NJCAA Division 1 program regulations.
- 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.
- Must possess personnel management skills including interviewing, hiring, training, coaching, evaluating, and other skills necessary to manage a staff.
- Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public.

Preferred Knowledge Skills & Abilities

- Experience as Director, Associate/Assistant Director of a program of similar complexity and scope.

Information Technology Abilities

- Ability to operate a personal computer using the Windows environment.
- Ability to operate a personal computer within the Crowder College Network environment using Microsoft Windows operating system.
- Ability to perform basic Jenzabar/PowerFAIDS functions.
- Ability to use E-mail and associated calendaring/scheduling applications.
- Ability to perform basic word processing using MS Word.
- Ability to perform basic spreadsheet functions using MS Excel.
- Ability to use other computer programs as needed

Positions Supervised

- All staff in the student Financial Aid office including Scholarships and Veterans Services.

Working Environment:

- Work is performed primarily in a standard office setting and may involve frequent interruptions and distractions.
- May require extended periods of time viewing computer monitor or standing.
- May encounter occasional exposure to inclement weather during travel.
- Normal college working hours but adjustment of hours involving evening and/or weekend work is required from time to time.
- Travel for professional development and services to students, at all Crowder locations, is expected.
- A neat appearance and appropriate business apparel are required.

- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical:

- Generally sedentary work involving sitting most of the time but will involve outdoor mobility within the campus and various sites (even in inclement weather) engaging in physical activities such as walking (sometimes long distances) when helping with student activities.
- Input, access and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to 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.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Creative and Analytical Skills

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

Language/Communication Skills

- Ability to communicate effectively both orally and in writing. Excellent interpersonal skills with a proven ability to relate to students, faculty, staff, administrators and the community.
- Ability to read, write, speak and understand English.
- Ability to effectively manage stakeholder inquiries and complaints.
- Effective telephone communication skills, including the ability to provide information verbally and with a friendly demeanor.

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