

POSITION: Director of Financial Aid

Department: Financial Aid
FLSA Status: EXEMPT

Job Status: Full-time
Reports To: Chief Operating Officer

POSITION SUMMARY:

Our Financial Aid Director helps change student lives every day while serving as the Financial Aid and Default Management expert for the campus. The successful candidate will be a self-disciplined person who can cultivate positive, supportive relationships with Financial Aid team members, lending institutions, guarantee agencies, and regulatory entities.

The Financial Aid Director acts as a Coordinating Official for the purposes of administering Title IV funds. Acts as the College's primary School Certifying Official for students receiving veterans' educational benefits. Collaborates with the College's third-party servicer for the purposes of administering financial aid. The work is faster-than-average and requires a confident leadership style that encourages results-driven, task-oriented collaboration. Must have the ability to engage, motivate and build an effective team using a lively and inclusive communication style. She/he must also be able to react and adjust quickly to changing conditions and come up with practical ideas for dealing with issues while collaborating in a customer-focused manner with other campus departments like Admissions, Academics, and Student Services. Success in this role is measured by the student experience, accurate and timely financial packaging rates, leadership development, and timely receipt of student funding.

JOB FUNCTIONS:

- Responsible for maintaining Title IV Participation Agreement with the U.S. Department of Education. Submits new programs for approval of funding and ensures compliance with Title IV aid programs.
- Directs and administers veterans' benefits programs, ensures compliance with VA regulations, monitors student progress and updates records for reporting purposes. Certifies enrollment and performs other duties required by the Veterans Administration
- Answers questions and provides information during audits and reviews related to the institution's participation in Title IV programs to justify policies, procedures, processes and variances
- Collaborates with the Chief Operating Officer in the preparation, drafting and submission of required state and federal reports pursuant to the College's participation in financial aid programs (e.g. IPEDS, Gainful Employment, etc.).
- Advises students, parents, staff, other College personnel and off-campus agencies on all aspects of student financial aid. Assists students and parents in completing FASFA's; enter FASFA and review resulting ISIR. Explains Financial Aid plans to students; review their rights and responsibilities of Title IV. Completes Verification procedures where needed. Assign the appropriate budget and package the student. Ensure aid is paid to the student accounts in a timely manner. Provide entrance and exit counseling. Review files for completeness and accuracy. Initiate and monitor ISIR processing. Pell

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processing. Certify loans. Maintain and update ledger cards to ensure accuracy of information. Ensure all eligible aid has been provided to students. Bill students on a monthly basis. Process deferments for graduates who are delinquent on paying back their student loans

- Monitors enrollment reports to identify students subject to Return of Title IV aid policy. Calculates aid earned, makes necessary adjustments, and notifies students of outcome
- Oversees appeal process for students seeking reinstatement of financial aid eligibility
- Supervises, trains and evaluates department staff; works with staff to assign responsibilities, determines department priorities and procedures
- Attends meetings and conferences, reviews newsletters, and reports to the College's Senior Management changes to program requirements
- Prepares reports for the Chief Operating Officer, College's President and Chief Financial Officer as requested
- Supports and actively participates in the College's major initiatives for process improvement in financial aid and other areas
- Adhere to institutional policies and procedures
- Participate in required meetings and trainings
- Perform other job-related duties as required

KNOWLEDGE, SKILLS AND ABILITIES:

- Five years of Financial Aid experience.
- Strong communication skills.
- Detail oriented.
- Willing to be a team player.
- Advanced knowledge of Salesforce (or comparable CRM/SIS), Excel, and Word
- Commitment to operate within a culture defined by a mission, vision, and values: Uphold basic principles, demonstrate leadership, have abilities to develop people, strive to improve productivity, strive to achieve customer satisfaction.

MINIMUM ENTRY REQUIREMENTS:

- Bachelor's degree in related field preferred.
- Minimum five years leadership or management experience strongly preferred.
- Minimum five years experience in an administrative position in the Financial Aid office of a public or approved private post-secondary school is strongly preferred.