ASSISTANT DIRECTOR OF FINANCIAL AID

DEFINITION

Under administrative direction, the Assistant Director of Financial Aid assists in planning, organizing, coordination, and development of staff, leadership in financial aid awarding and customer service, overseeing direct and indirect programmatic tasks and responsibilities, and serves as primary point of contact in the office. In addition, the Assistant Director completes needs analysis, packages federal, state, and institutional aid following specific guidelines and regulations, and reviews and updates awards as needed while ensuring accuracy and maintaining compliance.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director, Student Services, Financial Aid. Exercises direct supervision over professional, technical, and support staff.

CLASS CHARACTERISTICS

This management classification assists in planning, organizing, coordinating, and directing the financial aid staff and operations of the financial aid department. Positions at this level assist in administrative, long- and short-term planning, and budgeting; in addition, make recommendations for implementation of programs, projects, goals, and policies and procedures of the functional area(s) to which they are assigned, ensuring alignment with the attraction, retention and academic success of students. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assist with all Audits and the Fiscal Operations Report and Application to Participate (FISAP)
- Assists with regulatory compliance for both the Office of Financial Aid and the Institution related to eligibility for federal, state, and institutional financial aid.
- Assist with the assessment and support the expansion of Colleague SaaS to increase usage, efficiencies, and enhance communications.
- Compile, analyze, and report on data to various audiences for various reasons
- Remain competent and current on systems and financial aid through self-directed professional reading, developing professional contracts with colleagues, and/or attending professional development courses/conferences/webinars (as budget allows)
- Monitor, interpret, and assist with implementation of new and updated regulations
- Assist with New Year system setup each year
- Oversees the process of Debt Letter notifications to students each semester
- Regularly review Consumer Information regulations and ensure appropriate updates are made
- Schedule and organize financial aid outreach events with campus and community partners

- Represent Victor Valley College and the Office of Financial Aid by presenting financial aid information to various audiences on and off-campus.
- Each semester, assist with completion of the Satisfactory Academic Progress review of student records including checking records for compliance, sending notifications to students as needed, and updating records as appropriate
- Complete processing for withdrawn students, including performing Return of Title IV Funds calculations and sending out appropriate notifications
- Assist with Unit Discrepancy and Return of Title IV processing as needed
- Develop training and education resources for students regarding the financial aid process
- Coordinate with other departments across campus for interpretation and implementation of procedures and policies related to financial aid compliance
- Provide oversight and support for communications, forms, and documents
- Act as Secondary System Administrator for the Financial Aid Management System, Colleague SaaS
- Test each Colleague SaaS release, consult with the Director of Financial Aid as needed for required decisions, and communicate updated/new features to staff as appropriate
- Create, edit, and run reports in SaaS for various audiences and reasons
- Secondary Destination Point Administrator for Federal Systems
- Advises students, as needed, regarding policies and regulations related to federal, state, and institutional financial aid including students considering withdrawal, changing major, or adding/dropping classes by discussing financial circumstances causing review/revision of award
- Analyze financial aid applications, as needed; determine eligibility, and award various types of financial aid in accordance with changing federal, state, and institutional regulations and policies including exercising professional judgment to select cases for further review and resolving conflicting information
- Assists with Quality Control audit of files during the academic year to ensure compliance
- Provide backup as needed for office functions related to day-to-day office functions, awarding, and financial counseling
- Represent the Office of Financial Aid on various campus committees
- Lead and supervise staff, including absence reports and leave request
- Assist with training staff related to updated/new federal, state, and institutional policies and procedures, along with areas of responsibility as needed
- Serve as a backup to the Director as needed for resolving students matters, professional judgment decisions, staffing, and committee representation
- Perform other duties as assigned

QUALIFICATIONS

Knowledge of:

- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Administrative principles and methods, including goal setting, planning, and program development and implementation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Research and reporting methods, techniques, and procedures.
- Statistical analyses and various methods of presentation of data and recommendations.
- Principles and practices of business and public administration as applied to the assigned division or program.

- ➢ Project and/or program management including, but not limited to, human resources, finance, budgeting, policy development, and other related programs areas.
- ➢ Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- ➢ Research methods and techniques.
- ➢ Methods and techniques of preparing comprehensive reports and business documents.
- ➢ Budgetary principles and practices.
- ➢ Mathematical and statistical principles.
- ➢ Sources of information related to a broad range of District programs, services, and administration.
- ➢ Recent and on-going developments, current literature, and sources of information related to the operations of the department, division, or program.
- ➢ Recordkeeping principles and procedures.
- ➢ District and mandated safety rules, regulations, and protocols.
- ➢ Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- ➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar
- ➢ Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- ➢ Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- ➢ Provide administrative, management, and professional leadership for assigned programs.
- ➢ Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- ➢ Research, apply for, and manage grant funding/reporting.
- ➢ Effectively administer a variety of grant program(s) projects, events, and administrative activities.
- ➢ Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- ➢ Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- ➢ Work with community groups to provide services to students.
- ➢ Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- ➢ Conduct complex research projects, evaluate alternatives, and make sound recommendations.
- ➢ Prepare administrative and technical reports and business correspondence.
- ➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- ➢ Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- ➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- ➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax. (one on one, group, and/or presentations)
- ➢ Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.

➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
➢ Equivalent to a bachelor's degree in Business Administration, Education Administration, Finance, or a related field from an accredited college or university.

Experience:
➢ Two (2) years of supervisory/management experience. Two (2) years of working with financial aid programs.

Desirable Qualifications
➢ Master's Degree from a regionally accredited institution
➢ Experience with Ellucian Colleague or other Financial Aid Management System
➢ Experience with Next Gen Web Solutions
➢ Four years' experience leading and supervising staff
➢ Experience with administering at least one Federal Student Aid Program or State Program (i.e., Cal Grant, Federal Work-Study, Veterans, etc.)

Licenses and Certifications:

➢ Possession of a valid California Driver's License to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.