



JOB TITLE: ASSISTANT DIRECTOR, FINANCIAL AID

Classification: Classified Administrator Retirement Type: PERS*
Salary Range: 11 Revised/Board Approved: August 20, 2012

BASIC FUNCTION:

Under the direction of the Director, Financial Aid, provide leadership and coordination of the Financial Aid Office. Coordinate the activities of personnel involved in this area.

REPRESENTATIVE DUTIES:

The duties of the Assistant Director, Financial Aid may include, but not be limited to the following:

Assure the provision of a student-centered, customer-service oriented environment for the delivery of all department functions and promote such an environment across campus.

Oversee a comprehensive financial aid computer system and various other related financial aid systems utilized by the Financial Aid Office.

Supervise the student service counter and front office areas within Financial Aid.

Provide financial aid training to Financial Aid Counselors.

Interview, hire and supervise Financial Aid Staff.

Supervise the daily workflow within the Financial Aid Office and between the various offices that interact with the Financial Aid Office.

Monitor the various work group functions (students, clerical, non-certificated, advisors and other personnel) within the Financial Aid Office and coordinate these areas to provide the best possible student service.

Assist with the preparation, review and analysis of reporting to federal, state and private agencies external to the District.

Directly assist in the development of Financial Aid Office policies and procedures.

Represent the Financial Aid Director at meetings and events as needed.

Monitor the financial aid staff for accuracy of input in the computer system.

Monitor the flow of information and technology for the financial aid staff regarding federal, state and institutional compliance issues.

Assist in the development of a comprehensive audit program for the Financial Aid Office.

Provide clearly written reports and analyses when requested or appropriate.

Develop and implement ongoing training programs for Financial Aid Office and related college staff.

Manage the Financial Aid Office in the absence of the Director.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Must have a Bachelor's Degree in Business Administration, Social Science or a related field, three years of supervisory/management experience and two years direct experience in Financial Aid.

Desirable Qualifications:

Direct supervision of other staff, experience in training staff, and bilingual skills in English and Spanish are preferred.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

In-depth federal and state regulations governing student financial aid, including grants and loan programs.

Data processing systems and software applicable to analysis, awarding and disbursement of student financial aid.

Personnel procedures and skills in training and supervising staff.

Accounting procedures and budget management.

Oral and written communication skills.

Applicable laws, codes and regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and appropriate software.

Abilities/Skills:

Demonstrate sensitivity to and understanding of multi-cultural, diverse environments and college students from diverse academic, socioeconomic, cultural and ethnic backgrounds.

Develop positive rapport with other financial aid staff and college employees to develop a sense of teamwork.

Understand and apply complicated federal and state regulations and institutional policies and procedures.

Train, supervise and evaluate financial aid staff including student workers.

Meet rigorous timelines and schedules as dictated by the Financial Aid Director.

Work independently on complex financial aid issues and processes.

Participate in the selection process of new employees and evaluate their abilities.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and appropriate office equipment.

Analyze situations accurately and adopt an effective course of action.

Plan and organize work.

Licenses or Other Requirements:

Valid California driver's license.

WORKING CONDITIONS:

May be required to drive to offsite locations periodically.

Move from one work area to another.

Hand, wrist, finger dexterity to operate various office machines.

Multicultural, diverse work environment.

Lift up to 25 pounds.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.