



JOB TITLE: FINANCIAL AID SUPERVISOR

Classification: Supervisor
Salary Range: 27

Retirement Type: PERS*
Revised/Board Approved: January 16, 2018

BASIC FUNCTION:

Under the management of the Director of Financial Aid, the Financial Aid Supervisor supervises all activities related to the front office operations, supervises financial aid assistants, coordinates various office projects as assigned by the Director or Assistant Director and serves as the liaison in the absence of the Director and Assistant Director.

REPRESENTATIVE DUTIES:

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

Maintain the work schedules of the Financial Aid Assistants and assist in training efforts to improve financial aid advising.

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

Interview, hire and supervise all student workers in the Financial Aid Office.

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.

Directly assist in the development of financial aid and office policies and procedures utilized by the Financial Aid Office.

Represent the Financial Aid Director at meetings and events that the Director and Assistant Director are unable to attend.

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.

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

Bachelor's degree and two years increasingly responsible experience or Associate's degree and six years increasingly responsible experience in a financial aid office. One year of coordination, lead and/or supervisory experience preferred.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

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

Abilities/Skills:

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 and monitor financial aid staff and student workers and review work output.

Work independently on complex financial aid issues and processes.

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

Work productively and meet deadlines under stress and time pressure.

Handle highly sensitive and confidential information.

Communicate effectively and utilize strong and effective interpersonal skills, including the ability to listen well and demonstrate sensitivity to and respect for individual needs.

Establish and maintain professional and productive working relationships with employees at all levels at the District.

WORKING CONDITIONS:

May sit for extended periods of time.

Use of a personal computer with VDT screen.

Hand, wrist and finger dexterity to operate various machines.

Interact with a diverse faculty, staff and students.

Lift and carry up to 25 lbs.

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