



JOB TITLE: DIRECTOR – FINANCIAL AID

Classification: Classified
Salary Range: 13

Retirement Type: PERS*
Revised/Board Approved: October 21, 2014

BASIC FUNCTION:

Under the direction of the assigned Dean, the Director of Financial Aid will provide administrative oversight of the Financial Aid Office at El Camino College. The Director of Financial Aid will ensure compliance with federal, state, and institutional policies, procedures and regulations that pertain to eligibility determination, awarding and disbursement of financial aid. The Director of Financial Aid is responsible for the hiring, training, supervision and evaluation of assigned personnel.

REPRESENTATIVE DUTIES:

Interpret, apply and enforce federal, state and institutional financial aid policies, procedures and regulations that pertain to eligibility determination, awarding and disbursement of financial aid.

Hire, train, supervise and evaluate assigned financial aid personnel. Provide training to assigned personnel to ensure compliance with policies, procedures and regulations and provide excellent customer service.

Participate in and travel to professional development functions locally, regionally and nationally to ensure compliance with federal, state and institutional policies, procedures and regulations.

Participate in financial aid outreach activities and College District sponsored functions on and off-campus to educate prospective and current students about federal, state and institutional financial aid opportunities.

Develop and maintain a Financial Aid Policies & Procedures Manual in compliance with federal, state and institutional policies, procedures and regulations.

Collaborate and work in partnership with the U.S. Department of Education, California Student Aid Commission, Foundation for California Community Colleges and the California Community Colleges Chancellor's Office.

Collaborate and work in partnership with Administrative Services to ensure financial aid reports are submitted accurately and on-time, compatibility with external software programs, eligible students are sent debit cards, successful execution of drawdowns and Return of Title IV funds, and that financial aid disbursements are made according to an established schedule.

Collaborate and work in partnership with the Foundation & Scholarship Office and other College District entities to determine eligibility, award and disburse federal, state and local financial aid.

Collaborate and work in partnership with the Office of Public Relations & Marketing to develop, maintain, and update informational and outreach materials and develop communication tracks in various communication mediums including hardcopy, online and social media.

Serve as the main liaison between the College District and any third party vendor for the disbursement of financial aid.

Participate on College District assigned committees, work groups, and campus-wide initiatives that address enrollment management and help improve student retention, persistence, graduation and transfer.

Draft, submit, assess and revise, College District documentation that includes, but is not limited to, Accreditation, Program Plans, Program Reviews and Service Area Outcomes.

Direct the preparation, maintenance and on-time submission of a variety of narrative and statistical reports, records and files related to assigned activities and personnel; and complete surveys and reports as required by federal, state and institutional policies.

Prepare for and participate in audits and investigations conducted by federal, state and institutional entities and respond in-kind.

Develop and prepare the annual preliminary budget for the Financial Aid Office; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established policies, procedures and regulations; and monitor assigned accounts and assure proper utilization of funds.

Determine need for hardware and software; communicate with Information Technology Services (ITS) personnel to discuss needs and develop systems; select and order equipment; and participate in the installation of equipment and systems.

Operate computer hardware equipment, software programs and systems, and other office equipment to complete assigned duties and responsibilities.

Advise prospective and current students regarding financial aid; review professional judgment cases; and render decisions on financial aid related matters.

Collaborate and work in partnership with colleagues on and off-campus to resolve issues, address conflicts, and exchange information.

Meet and communicate with students to address and respond to complaints and concerns regarding financial aid eligibility, awarding, and disbursement.

Maintain current knowledge of federal, state, and institutional financial aid related policies, procedures, and regulations.

Attend a variety of meetings as assigned including staff, division, area, and College District functions.

Perform other duties and responsibilities as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Must have a Master's Degree in business administration, education administration, finance or related field **AND** five (5) years of responsible, direct work experience in a financial aid office including two years in a supervisory or management role **OR**

A Bachelor's Degree in business administration, education administration, finance or related field **AND** eight (8) years, responsible, direct work experience in a financial aid office including a minimum of three (3) years in a supervisor or management role.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

In-depth federal, state, and institutional regulations governing financial aid, including grants, scholarships, work study and loan programs.

Data processing systems, computer hardware and computer software required to determine eligibility, award, and disburse financial aid.

Protocol and skills to train and supervise assigned personnel.

Accounting procedures and budget management.

Oral and written communication skills.

Applicable federal, state, and institutional policies, procedures and regulations.

Interpersonal skills using tact, patience and courtesy.

Abilities/Skills:

Demonstrate sensitivity to and understanding of college students that come from diverse academic, socioeconomic, ethnic and racial backgrounds.

Develop positive rapport with assigned financial aid personnel to develop a sense of teamwork.

Interpret, apply, and enforce federal, state, and institutional policies, procedures, and regulations.

Hire, train, supervise, and evaluate assigned personnel including student workers.

Work independently on complex financial aid issues and processes.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate computer hardware, computer software, and other appropriate office equipment.

Analyze situations accurately and adopt an effective course of action.

Licenses or Other Requirements:

Valid California Driver's License

WORKING CONDITIONS:

May be required to drive to off-site locations periodically.

Move from one work area to another.

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

Diverse work environment.

Ability to lift up to 25 pounds.

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