



El Camino College

Director of Student Financial Services



KEY ROLES/RESPONSIBILITIES

Under the direction of the Dean of Strategic Enrollment Services, exercise direct leadership of the areas assigned providing functional supervision over assigned positions. Implement the Division's, department's or unit's vision and develop, organize, and implement goals and objectives; plan, develop, organize schedule, direct, improve and evaluate assigned programs, services, and activities; and provide oversight, development, and coordination of all elements of the areas assigned, including ensuring compliance with federal, state, and institutional policies, procedures, and regulations that pertain to eligibility determination, awarding and disbursement of financial aid.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout assigned operations and services and the Administrative Services Area; lead by example; actively participate in and support College-wide shared governance components and activities and other collaborative processes; encourage professional excellence among assigned staff; and promote, foster, and facilitate an organizational culture of customer service, teamwork, and innovation.

ABOUT EL CAMINO COLLEGE

El Camino College (ECC) is located on the ancestral lands of the Gabrielino-Tongva people, the traditional caretakers of Tongvaangar (the Los Angeles basin, Southern Channel Islands) and occupies 126-acres near Torrance, California. We are located in Los Angeles County, just minutes from South Bay beaches. Our community serves a diverse student population including new and re-entering students and those pursuing certificate, degree, and transfer goals.

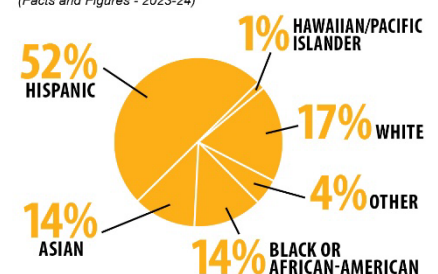
As a comprehensive two-year college, El Camino College serves thousands of students each semester, the majority of whom are from diverse populations. The ideal candidate will share ECC's commitment to educating its racially and socio-economically diverse student population including students with disabilities, veterans, working parents, and evening students. El Camino College provides many opportunities for students to succeed with hundreds of students transferring each year to four-year universities around the country. Top transfer institutions include UCLA, USC, and UC Davis. El Camino College is regularly among the top five community colleges in Southern California for students admitted to CSUs, and the top ten for UCs.

MISSION STATEMENT

El Camino College is equity-focused and partners with its diverse communities to provide student-centered learning, career development, and lifelong enrichment.

STUDENT DEMOGRAPHICS

(Facts and Figures - 2023-24)



DIRECTOR OF STUDENT FINANCIAL SERVICES

Division: Enrollment Services

Posting Closing Date: 10/2/2026

Req: C2627-005

Position Type: Classified Administrator

REPRESENTATIVE DUTIES

The following duties and responsibilities are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

For a full listing of duties and work expectations, please refer to the job description located at:

[Job Description](#)

1. Plan, coordinate, supervise and evaluate the activities of the Financial Aid Office including but not limited to State and Federal programs, scholarships, and other student financial assistance programs. Ensure Financial Aid operations are integrated, compliant, and streamlined to provide excellent customer service, appropriate application systems, and necessary staffing.
2. 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 on student Financial Aid issues.
3. 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. Manage the awarding and disbursement of multiple financial aid funds, including federal, state, and local allocations, and ensure accurate reconciliation and reporting.
4. Collaborate and work in partnership with the Foundation & Scholarship Office and other College entities to determine eligibility, award and disburse federal, state, and local financial aid.
5. Collaborate and work in partnership with the Administrative Services Area to ensure financial aid reports are submitted accurately and on-time; compatibility with external software programs is maintained; debit cards are distributed to eligible students; drawdowns and Return of Title IV funds are successfully executed; and financial aid disbursements are made according to the established schedule.
6. 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.
7. Advocate on behalf of the students and the College, to state and local leaders on issues related to Financial Aid awards and administration. Advise prospective and current students regarding financial aid; review professional judgment cases; and render appropriate decisions on financial aid related matters. Meet and communicate with students to address and respond to complaints and concerns regarding financial aid eligibility, awarding, and disbursement.
8. Plan, organize, manage, and direct the distribution, collection, review, and evaluation of student financial aid forms and applications; coordinate activities to ensure proper determination of student eligibility for financial aid programs. Serve as the primary liaison between the College and third-party vendors for the disbursement of financial aid.
9. Participate in financial aid outreach activities and College sponsored functions on and off campus to

educate prospective and current students about federal, state, and institutional financial aid opportunities. Participate in College assigned committees, work groups, and campus-wide initiatives that address enrollment management and help improve student retention, persistence, graduation, and transfer.

10. Prepare for and participate in Financial Aid audits and investigations conducted by federal, state, and institutional entities and respond as appropriate.
11. Respond to requests for information on a timely basis and advise students, faculty, staff, visitors, and other College departments regarding College Financial Aid policies and procedures.
12. Provide leadership in the evaluation and improvement of processes within the Financial Aid Office to assure that all services provided to students are prompt, efficient and lead to a seamless experience for the student.
13. Monitor changes in laws, regulations, and technology that may affect College or departmental operations; review College policies and procedures to ensure compliance; and implement policy and procedural changes as required. Oversee and participate in reviewing, processing, and training staff on State and Federal rules and regulations.
14. Be an involved participant on the Strategic Enrollment Services management and leadership teams; collaborate with other managers within the area in the development of area plans and priorities.

ORGANIZATION MANAGEMENT

- Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for assigned programs and ensure compliance with the College's policies, procedures, and practices.
- Strengthen processes, programs, and services through the effective and efficient use of assessment, program review, planning, and resource allocation. Implement priorities in conjunction with the College's comprehensive planning and budgeting guidelines. Implement an organizational structure that maximizes utilization of resources and ensures effective and efficient delivery of services.
- Train, supervise, motivate, and evaluate the performance of assigned managerial, professional, operational, technical, and support personnel; recommend transfers, reassignment, termination, and disciplinary actions as needed; delegate and review assignments; evaluate work products and results, implement appropriate procedures to accommodate need for information and assistance; establish and monitor timelines and prioritize work. Monitor employee performance on a regular basis and provide coaching for performance improvement and/or development as needed. Anticipate, prevent, and resolve conflicts under areas of supervision.
- Implement plans for efficient and appropriate use and security of assigned facilities; ensure compliance with health and safety regulations.
- Work with Information Technology personnel on a continual basis to enhance and improve relevant computer systems. Learn and apply emerging technologies to perform duties and provide services in an efficient, organized, and timely manner. Work to modernize infrastructure and technological resources to facilitate a positive learning and working environment and promote student success.
- Perform other duties as assigned

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university with major course work in business or public administration, education, or closely related field.

Experience: At least five (5) years of increasingly responsible financial aid experience, including at least three years as a financial aid program manager, coordinator, or lead.

Knowledge/Areas of Expertise:

- Proficient knowledge of federal, state, and institutional regulations governing financial aid, including grants, scholarships, work study and loan programs.
- Extensive knowledge of effective and legally compliant Financial Aid accounting principles and practices.
- Extensive knowledge of electronic data processing and records management systems, including but not limited to computer hardware and software required to determine eligibility, award, and disburse financial aid.

Abilities/Skills:

- Work independently on complex financial aid issues and processes to ensure effective outcomes.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully.

Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Standard office setting. Duties are performed primarily in an office environment while sitting at a desk or computer workstation. Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. At least minimal environmental controls to assure health and comfort. May involve working non-standard, evening, and weekend hours.

Physical Demands

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 25 pounds.

CLOSING DATE: FRIDAY, OCTOBER 2, 2026 at 3:00 P.M.

SALARY: Starting salary is \$154,491 annually.

Generally, new employees start at the first step on the salary schedule. Advanced salary placement may be considered on a case-by-case basis. Salary increases are granted on the first day of the month following each year of service, until Step F is reached (\$179,115 annually).

Employees contribute 8% of their earnings toward the Public Employees Retirement System (PERS).

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

CONDITIONS OF EMPLOYMENT

This is a full-time, twelve-month classified administrator position. The standard work week is 40 hours of scheduled duty per week of not more than five consecutive workdays. Work schedule may include weekends, evenings, and/or holidays based on business needs.

Administrators may work all or a portion of the workdays that fall between December 25 and January 1. Administrators may also use their accrued vacation days to cover all or a portion of the workdays that fall between December 25 and January 1.

Offer and acceptance of employment is subject to verification of all information provided on the employment application, credential(s), and transcripts. Candidates selected for employment must agree to be fingerprinted, submit Certificate of Completion of the Tuberculosis Risk Assessment and/or Examination, provide proof of eligibility for employment in the United States, and present a valid Social Security card upon hire.

ADA ACCOMMODATIONS

Applicants with disabilities requiring special accommodations must contact the ADA Compliance Officer at least five (5) working days prior to the final filing date: [ADA Job Applicant Accommodation Request \(maxient.com\)](http://www.maxient.com/ada-job-applicant-accommodation-request)

INTERVIEW EXPENSES

Individuals identified for FINAL interviews are eligible to have expenses paid. Reimbursement will be limited to economy airfare (to and from point of origin) and for meals and lodging. The maximum allocated for meals, lodging and transportation is \$600. Finalists must complete and submit a W-9 Form and Human Resource's "Interview Expense Reimbursement Form" and include appropriate support documentation to receive the allowable reimbursement amount.

BENEFIT HIGHLIGHTS

Health, Life, Dental and Vision Insurance

The College provides a diversified insured benefit program for all full-time employees, including medical, dental, vision and life insurance. Dependent medical, dental, and vision insurance is available, toward which both the College and the employee contribute.

Sick Leave and Disability

Paid sick leave is granted equal to one day for each month of service. Sick leave days may be accumulated indefinitely.

Retirement

Public Employees Retirement System (PERS) and Social Security. Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.

Summer Work Hours

During the summer, employees work eight 32-hour work weeks with full pay.

TO APPLY

An applicant must submit the following by the closing date:

1. Online application: <http://www.elcamino.edu/jobs>
2. Cover letter describing how applicant meets the qualifications.
3. Résumé including educational background, professional experience, and related personal development and accomplishments.
4. Pertinent transcripts as stated in the required qualifications. (Unofficial computer-generated academic records/transcripts must include the name of the institution and degrees awarded to be acceptable.) Multiple page transcripts must be loaded as **ONE PDF** document.

Foreign Transcripts: Transcripts issued outside the United States of America require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. For information on transcript evaluation services, please visit: <http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf>.

IMPORTANT NOTE: Documents submitted or uploaded for a previous position cannot be reused for other positions. You must submit the required documents for each position you apply for by the closing date. Failure to do so will result in an incomplete application. Applications with an incomplete status will not receive consideration. ***You may check the status of your application online.***

If you need assistance, you may call 310-660-3593 Ext. 3807 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday or by email at hr@elcamino.edu.

Due to the large volume of calls received on closing dates, we highly recommend that you **do not wait** until the last day to apply so that we may assist you with questions or technical matters that may arise. Give yourself sufficient time to complete the profile, which may take 45 minutes or more. Positions close promptly at 3:00 p.m. PST (pacific standard time).

FOR FURTHER INQUIRIES OR APPLICATION MATERIAL SUBMISSION QUESTIONS, CONTACT:

El Camino College
HR Service Partner
Pamela Jones
310-660-3593, Ext. 3478
pjones@elcamino.edu
16007 Crenshaw Boulevard
Torrance, CA 90506

JEANNE CLERY CAMPUS SAFETY ACT

In accordance with the Jeanne Clery Campus Safety Act, El Camino College has published an [Annual Security Report](#) and all required statistical data. This publication includes Clery crime statistics for the previous three years relevant to El Camino College classes and activities, in addition to institutional policies concerning campus safety and security. The information is also available in printed form in the lobby of the [Police Department](#) and in select locations on campus. Upon request, the Campus Police Department can provide paper copies of this publication. Contact them at 310-660-3100.

EL CAMINO COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER

The El Camino Community College District is committed to providing an educational and employment environment in which no person is subjected to discrimination on the basis of actual or perceived race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental or physical), sex, gender (including pregnancy and childbirth), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or retaliation; or on any other basis as required by state and federal law.