

Volunteer Director of Financial Aid

Job Summary:

The Director of Financial Aid serves as a campus-level administrator for the Department of Student Financial Aid and administers a student financial aid program consisting of federal, state, local, and private funds. The Financial Aid Director supervises the receipt, evaluation, and approval of requests for all programs for licensing and accreditation agencies and Department of Education, establishes procedures for and keeps records on transactions with students, ensures effective and efficient use of manual and automated financial aid management systems, prepares or supervises the processing of financial aid and the preparation of all required and ad hoc reports related to the use of funds in compliance with applicable state and federal regulations.

Responsibilities:

- Ensures that the automated financial aid information system and school information management systems are used efficiently and effectively.
- Ensures that the College has exception-free audits and Title IV program reviews by remaining current on all federal and state laws and regulations that pertain to the programs administered by the office, implementing and/or modifying office procedures to comply with those laws and regulations, making certain that all required reports are prepared accurately and on time, and serving as a liaison to the financial aid audit team.
- Contributes to student satisfaction through the delivery of quality customer service in all aspects of the administration of financial aid and student employment services.
- Maintains open and effective communication among all supervised areas through the use of staff meetings, ad hoc meetings, e-mail, and one-on-one meetings with employees.
- Ensures that students and parents are well informed about the availability of financial aid by directing a program of public information which includes written materials, personal interviews, and workshops.
- Helps students and parents through the financial aid process and will train financial aid staff in a fast-paced environment.
- Collaborates with all departments for enrollment management, retention, and graduation of students.
- Assist students and their parents with filing for Financial Aid and help these individuals with processing and obtaining Financial Aid within the guidelines of DOE.
- Adheres to college and Department of Education rules as communicated by the Executive Team related to dealings with these regulatory bodies and reports any concerns or possible violations of those guidelines to the immediate supervisor.

- Helps to ensure that funds are paid accurately, properly, and on time by preparing and administering the budgets for Financial Aid, state or local agency vouchers, and the various scholarship accounts.
- Contributes to the development and maintenance of good financial aid policy and procedure at the state and federal level by taking advantage of opportunities for input provided by the U.S. Department of Education and various professional associations.
- Ensures Cohort Default Rates stay above DOE guidelines for school participation.
- Will conduct and oversee the delegation of student financial aid orientation and exit financial aid orientation. Must ensure that the students are aware of their rights and responsibilities.
- Develop a Financial Aid Literacy program and implement it at the College within a year and shall monitor the effectiveness of repayment of borrowers to prevent default.
- The director will be responsible for pre-approving documentation, professional judgment documentation, and FAFSA-related procedures, as well as having fluent knowledge of all required processing.
- Maintain a positive attitude and serve as a role model for students.
- Use good judgment with independent decision-making skills.
- Knowledge of Veteran Administration Education programs and benefits.
- Provide support to any executive team strategic projects and other duties as assigned that may also be assigned by the Vice President of Enrollment Management.

Education and Experience:

- Bachelor's degree in an appropriate field such as Business or Accounting, IT, etc.

Experience:

- Required - Five years or more of experience as Director of a Title IV program.
- Required - Minimum 2 years' experience in a career school or College.
- Demonstrated self-starter with organizational, interpersonal, leadership, and management skills.
- Professional, strong written and communication skills with the ability to analyze and prepare documents, reports, and correspondence with accuracy.
- Understanding and interpreting regulations.
- Minimum 2 years' experience with NSLDS and COD.
- Full understanding and knowledge of Title IV Audit processes.
- Required - Minimum Gainful Employment Prior reporting experience.

- Required - Minimum 2 years of experience with FSA Partners and required reporting for ECAR updates, eZ-Audit, COD, and use of the FAFSA Partner Portal.
- Proficient use of Microsoft Word, Outlook, Excel, etc. and Dropbox documents.
- Understanding of cloud-based software, third-party software and processes.
- Understanding of technical processes.

Shift and Schedule

Must be able to work flexible hours in high peak demand, work weekends on occasion, or by appointment for campus-wide open houses or events. The Director of Financial Aid will report directly to the Vice President of Enrollment Management.