



## **JOB TITLE: ASSISTANT DIRECTOR, FINANCIAL AID**

Classification: Classified Administrator      Retirement Type: PERS\*  
Salary Range: 11      Revised/Board Approved: October 21, 2019

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### **BASIC FUNCTION:**

The Assistant Director of Financial Aid assists in planning, organizing, managing, and providing administrative direction and operational oversight of the Financial Aid department. The Assistant Director assists in coordinating activities with other departments, outside agencies, and the public. This position assists the Director of Financial Aid and serves as the department head in the Director's absence. This position reports directly to the Director of Financial Aid.

### **REPRESENTATIVE DUTIES:**

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. Promote and maintain integrity, accuracy, and timeliness in the delivery of financial aid to students.

Assist Director in developing financial aid strategies and plans consistent with enrollment management objectives. Help ensure planning efforts are integrated with those of other campus offices. Help develop collaborative strategies and communications with other offices and academic units to support prospective and enrolled students maximize return on aid.

Oversee a comprehensive financial aid computer system and other related financial aid systems. Manage system modifications needed to support updated and/or new federal or state regulations to ensure efficient delivery of financial aid services.

Provide training to Financial Aid Counselors and other division or department staff as needed. Develop and implement ongoing training programs for the Financial Aid Office. Serve as an information resource on complex problems relating to policy interpretation, compliance requirements, and/or regulatory explanations pertaining to financial aid issues.

Select, train, motivate, and evaluate assigned Financial Aid staff. Indirectly manage staff assigned to department, usually through subordinate supervisors.

Direct the distribution, review, and evaluation of student financial aid forms and applications. Coordinate departmental activities to ensure proper determination of student eligibility for financial aid programs in a timely manner. Direct and participate in awarding of financial aid to eligible students.

Monitor and evaluate the efficiency and effectiveness of financial aid service delivery methods and procedures. Assess and monitor departmental workloads and adjust operations as necessary to meet student needs. Identify opportunities for improvement and review recommendations with Director. Communicate and implement improvements as needed.

Supervise the daily workflow within the Financial Aid Office and between the various offices that interact with the Financial Aid Office. Review and evaluate effectiveness and efficiency of integrated efforts and make modifications as appropriate in consultation with the Director.

Assist with the preparation, review, and analysis of reports to federal, state and private agencies. Provide clearly written ad-hoc reports and analyses when requested or as appropriate.

Represent the Financial Aid Director at meetings and events as needed. Manage the Financial Aid Office in the absence of the Director.

Assist in the development and implementation of office policies, procedures, and a comprehensive audit program for the Financial Aid Office.

Maintain professional currency through active participation and leadership in associations, committees, workshops, and trainings both internal and external to the College.

Serves as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintains up-to-date certification for CSA status.

Perform other related duties as assigned.

**JOB QUALIFICATIONS:**

Education and Experience:

Bachelor's Degree in Business Administration, Social Science, Education Administration, Finance, or a related field. Two years of supervisory/management experience. Two years of working with financial aid programs.

Desirable Qualifications:

Bilingual in English and Spanish.

**OTHER QUALIFICATIONS:**

Knowledge/Areas of Expertise:

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

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

Knowledge of accounting procedures and budget management.

Abilities/Skills:

Skilled in training and supervising staff and student workers.

Skilled in communicating clearly and effectively both orally and in writing.

Skilled in interpersonal relations and able to use tact, patience, and courtesy at all times.

Ability to operate a computer and learn a variety of software programs.

Demonstrate sensitivity to and understanding of individuals from diverse academic, socioeconomic, cultural, and ethnic backgrounds.

Ability to develop a positive rapport with all employees and create teams of contributors.

Ability to establish and maintain cooperative working relationships with others.

Ability to understand, apply, and explain complicated federal and state regulations and institutional policies and procedures.

Ability to meet deadlines and schedules as dictated by the Financial Aid Director.

Ability to work independently on complex financial aid issues and processes.

Ability to analyze situations and adopt an effective course of action.  
Ability to plan and organize work.

Licenses or Other Requirements:

Valid California driver's license

**WORKING CONDITIONS:**

Must be able to drive to offsite locations periodically.

Must be able to move from one work area to another.

Requires hand, wrist, finger dexterity to operate various office machines.

Must be able to work in a multicultural, diverse work environment.

Must be able 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.