

DIRECTOR OF STUDENT FINANCIAL AID (Job Description)

Duties and Responsibilities:

1. Directs the FA office staff in the process of financial aid, managing workload and holding them accountable for timely response to student/parent inquiries and needs.
2. Interprets, updates and institutes financial aid policies and procedures to assure that the department complies with federal, state, and college regulations; works with the business office, admissions office and counselors to monitor student compliance and/or institutional reimbursement of aid under Title IV requirements.
3. Supervises the loan, work-study and grant application process.
4. Designs and operates financial aid outreach programs and presentations for current and prospective students and parents in the college's service area and/or other venues.
5. Works with students who have pressing concerns at any stage of their application process.
6. Promotes and publicizes financial aid programs to current and prospective students.
7. Serves as chairperson to the college Financial Aid Appeals Committee which rules on aid appeals by students.
8. Conducts exit interviews for applicants and/or recipients withdrawing from classes.
9. Develops, justifies and manages the departmental operating budget.
10. Serves as liaison between financial aid and other college offices.
11. Contributes to the effective team management of all relevant problems issues and opportunities.
12. Works to assure staff is adequately trained in financial aid functions; that they attend regular training session to keep them updated on federal and state financial aid rules and regulations.
13. Holds staff accountable for and assists them to meet deadlines and maintain a strong student service orientation.

14. Research and identify new sources of private financial aid opportunities that the college may use for its students.
15. Research and identify new financial aid products that make the administration of financial aid at SWJTC more efficient and effective. Lead any efforts to redesign processes that could lead to saving or increased customer satisfaction.
16. Assure timely response to requests for information and make recommendations for responses to policy makers.
17. Maintains college's financial aid data to assure timely and accurate submission of required federal, state, and local reports.
18. Contributes to student satisfaction through delivery of quality customer service in all aspects of the administration of financial aid and student employment services.
19. Ensures that students are informed about their eligibility for financial aid by developing and directing a system for collecting and evaluating applications, and for timely and effective awarding of all types of financial aid that maximizes retention and recruitment goals.
20. Responsible for overall administration of the college's federal work-study program.
21. Serves as the principal advisor to the Dean of Admissions/Student Services regarding the financial assistance program.
22. Lift, carry, drag, hold, push or pull up to 20 pounds of materials or related equipment.
23. Additionally, this person can expect to do some prolonged sitting and standing and have to bend and stoop as a routine function of the position.
24. Maintain hours established by the college as assigned by immediate supervisor/Dean and adhere to college lunch and break policies.
25. Follow required rules, regulations, and safety procedures as outlined in the college employee handbook.
26. Perform all other functions as assigned by immediate Supervisor/Dean for efficient operation. Work rules, codes of conduct, and other policies are part of the essential functions of the job