



Position: Director of Student Affairs, Financial Aid	Position Number:
Department/Site: Student Affairs	FLSA: Exempt – Administrative (Classified Administrator)
Reports to: Dean of Student Affairs or assigned administrator	Salary Range: VII

DEFINITION

Under general direction, plans, organizes, manages, and provides oversight for a variety of state and federal financial aid programs as well as scholarships; coordinates with other District divisions, officials, and outside state and federal agencies like the Department of Education and the California Community College Chancellor’s Office; provides highly responsible and complex professional assistance to the Dean of Student Affairs, Enrollment Services in areas of expertise, and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean of Student Affairs. Exercises general direction and supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that plans, oversees, and participates in a comprehensive program of student financial aid and scholarship services, including short- and long-term planning and development and administration of program policies, procedures, and services, and assessing their effectiveness. This incumbent provides assistance to the Dean of Student Affairs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires an extensive professional background as well as skill in coordinating program work with that of other District divisions and outside agencies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. This classification is distinguished from the Dean of Student Affairs in that the latter has significant authority over and oversight of a broad cluster of non-academic student service areas, such as all counseling and student support services or all enrollment services. A high degree of independent judgment and creativity is required to interpret and adapt required state and federal regulations. Public contact is extensive and includes students, staff, other educational institutions, funding and governmental agencies, and the general public for the purpose of exchanging information related to College policies and related procedures.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

- Oversees the daily operations of the department including organizing and staffing for effective customer service for financial aid, grants, loans, work-study, and scholarship programs.
- Plans, organizes, and implements work projects. Facilitates communications about departmental activities, events, deadlines, and timelines.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the programs; establishes, within District policy, appropriate budget, service, and staffing levels.
- Selects, trains, motivates, and directs program personnel; evaluates and reviews work for acceptability and conformance with program standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

- Organizes, supervises, performs, and reviews work activities to ensure compliance with quality standards and deadlines to ensure compliance with federal and state regulations and to minimize financial liability. Identifies opportunities for continuously improving service.
- Serves as primary contact for federal and state financial aid reporting purposes. Analyzes and interprets federal and state regulations governing financial aid.
- Maintains up-to-date knowledge of laws, regulations, policies, procedures and automated business systems that guide or support the functional area. Develops operational policies and procedures manual in accordance with federal and state regulations.
- Consults with and advises administrators, faculty, staff, and students regarding financial aid programs, policies, procedures and concerns. Chairs committees dealing with student financial aid.
- Conducts financial aid presentations for the college, campus and outside community organizations. Advises students, families, and the public on the procedural and technical aspects of financial aid programs, policies and procedures, and requirements.
- Confers with students, staff, and others, as applicable, to resolve complex application and eligibility issues; reviews funding and other student applications, and issues final decisions regarding eligibility.
- Develops and updates communications used to convey and describe financial aid programs and services in accordance with federal consumer information laws, including publications and forms.
- Prepares and recommends budgets for the department and various programs. Organizes budget and financial material during the budget process. Monitors expenditures and ensures accurate fiscal records during implementation of the program.
- Coordinates monthly reconciliation of financial aid programs. Verifies disbursements to students on loans and grants, accessing computerized databases for information. Prepares reports for internal use and for compliance with external agency requirements.
- Facilitates transfer of information on loans, grants, and student demographics to and from federal and state processors and agencies.
- Establishes routines and protocols for automated data transfer between the College and agencies.
- Coordinates and collaborates with Information Technology Services to ensure up-to-date data entry screens, data fields, tables and other information is contained and accessible through the College's student information systems.
- Coordinates financial aid operations with consideration of other organizational policies, systems, and programs, including but not limited to Admissions and Records, Extended Opportunities Programs and Services, Fiscal Services, Information Services, Counseling Division, Hartnell Foundation, and Academic Affairs (curriculum/scheduling) to ensure that Student Financial Aid services provide support for the students and staff.
- Performs other duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Principles and practices of enrollment management.
- Principles and practices of fiscal management, strategic, and facilities planning.
- Pertinent federal and state laws and regulatory provisions.
- College accreditation procedures, practices, and standards.
- The development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.

- Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Planning, organization and direction of the operations and activities of the College's Financial Aid department.
- Various scholarships, grants, loans and awards and their requirements.
- Financial problems associated with economically disadvantaged students.
- Outreach and communication strategies
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, socio-economic and ethnic groups.

Ability to:

- Demonstrate sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of community college students and the community at large.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Deliver formal and influential presentations.
- Be a fair-minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
- Develop, implement, and evaluate programs and services.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Inspire and motivate others toward goal achievement.
- Counsel, direct, and facilitate professional development of employees.
- Develop and monitor budgets and effectively utilize resources.
- Effectively manage priorities in large, complex, and diverse operational units.
- Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.
- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Recruit, select, supervise, and evaluate employees.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively administer a variety of student life programs, services, and activities.
- Effectively represent the District and the program in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.

- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand and appropriately apply scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Maintain confidential financial and student information.
- Compute sums, quotients, fractions, percentages, ratios, and statistics with speed and accuracy.

Education and Experience

- Bachelor's degree from a college or university accredited by a regional accrediting agency recognized by the United States Department of Education.
- Two years of work experience, formal training, internship, or leadership experience in financial aid.

Licenses and Certificates

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotional stressful conditions while interpreting and enforcing program policies and procedures.