

Job Description

Job Title:	Assistant Director	Grade:	K
Department:	Financial Aid/Veterans Affairs	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Administers financial aid and veterans affairs programs and assists in the coordination of daily operations in the Financial Aid / Veterans' Affairs department.

Characteristic Duties and Responsibilities:

1. Assists in coordinating the activities of the unit including setting departmental goals and priorities, clarifying policy and developing internal procedures.
2. Assists in the supervision of staff by providing leadership and direction, establishing schedules, assigning tasks, evaluating performance, and recommending disciplinary decisions including termination.
3. Monitors and reviews projects to ensure that all deadlines and quality standards are met.
4. Advises students and parents regarding the scope and acceptance policies of federal student and veterans assistance programs.
5. Gathers and analyzes information; produces reports on unit's activities. Assists the Director in the gathering of data and the reporting of the FISAP and other mandatory state reports.
6. Investigates and resolves any disputed issues between staff and aid applicant/recipient.
7. Makes informational presentations on financial aid policies and procedures.
8. Counsels students on decisions regarding professional judgments and/or dependency overrides.
9. Budgetary responsibilities: ensures the up-to-date reconciliation of all State & Federal funds; ensures that all federal, State and Institutional funds are awarded in compliance with Federal, State & Institutional policy, regulation and/or laws.
10. Creates and maintains the Financial Aid Policy and Procedure Manual. Counsels students on financial aid opportunities and application processes; awards financial aid to eligible students; ensures that deadlines are met and necessary processes are completed; instructs and trains appropriate staff at all campuses regarding financial aid and veterans affairs processes and requirements.
11. Interprets, implements and ensures that the college is in compliance with state and federal agencies by maintaining thorough, up-to-date knowledge of rules and regulations.
12. Monitors awards and students' academic progress to ensure eligibility criteria are met.
13. Performs other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the Director of Financial Aid/Veterans Affairs.

Direction Given: Direct supervision and evaluation of work as a first-line supervisor of assigned staff.

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Minimum Requirements:

Bachelor's degree in Education, Finance, Business Administration or Accounting from an accredited institution; two years of financial aid or veterans affairs experience; broad skills in financial aid methodology, financial aid software and federal regulations governing the student financial programs

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of federal financial aid/veteran aid programs and policies

Knowledge of computer and financial aid related software applications

Supervisory and leadership skills

Ability to communicate effectively and make presentations to small groups

Basic math skills

Ability to work with individuals from diverse backgrounds

Working Conditions:

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; frequently traveling between buildings on campus and may travel to other campuses; frequently sitting at a desk or workstation using a computer display, keyboard, mouse and telephone; frequently interact in person or on the phone with prospective and current students and parents; infrequently twisting or bending at the waist or reaching overhead