



---

<b>Job Title:</b>	Director Awarding and Outreach	<b>Grade:</b>	M
<b>Department:</b>	Financial Aid and Veterans' Affairs	<b>FLSA:</b>	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:**

Directs the College's Financial Aid and Veterans' Affairs office through development, implementation, and maintenance of comprehensive financial aid services for students from federal, state, institutional and private sources.

### **Characteristics Duties and Responsibilities:**

1. Directs the activities of the unit including setting departmental goals and priorities, clarifying policy and developing internal procedures; along with maintaining and updating the Financial Aid and Veterans' Affairs policy and procedure manual and providing weekly schedules for employees and campuses.
2. Manages the Veterans' Affairs educational programs of the College including eligibility and the certification process.
3. Manages the federal and work-study programs, including eligibility, awarding, assignments, and payroll.
4. Ensures student awards are being monitored for over-awards and all student eligibility requirements are being met before disbursement including verification.
5. Instructs and trains appropriate staff at all campuses regarding Financial Aid and Veterans' Affairs processes and requirements. In collaboration with the Associate Dean of Financial Aid and Veterans' Affairs, develop procedures and performance standards; assist in staff development, training, and other personnel-related tasks; and constantly seek to maximize staff performance through continual process improvement.
6. Responsible for establishing and adhering to appropriate procedures to support the counseling activities and to promote the availability of financial assistance to students at the College by advising students and parents regarding the scope and eligibility policies of federal, state, institutional and veteran affairs programs in person and through workshops. Works with the Associate Dean of Financial Aid and Veterans' Affairs and other key agency personnel in promoting financial aid resources to students, parents, and the financial aid community.
7. Manages the Scholarship program of the College including awarding and reporting the North Carolina Scholarships and Grants.
8. Accurately prepares and reports the Participation Agreement, FISAP and the NCHED yearly reports for the College.
9. Prepares, updates and implements the Financial Aid Policy and Procedure Manual.
10. Manages Financial Aid's Satisfactory Academic Progress by ensuring the process runs at the end of each term and emails are sent to students.
11. Manages the Financial Aid Appeal Process by ensuring all appeals are reviewed in a timely manner, discuss outcomes with students and conduct workshops for students to regain their eligibility. Performs Professional Judgment in individual cases regarding cost of education, family contribution, and dependency status.
12. Ensures the College is in compliance with consumer information that must be available to all students and maintain this information on the financial aid website.



Job Description

---

<b>Job Title:</b>	Director Awarding and Outreach	<b>Grade:</b>	M
<b>Department:</b>	Financial Aid and Veterans' Affairs	<b>FLSA:</b>	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.*

13. Other duties as assigned.

**Reporting Relationships:**

<b>Direction Received:</b>	Reports Associate Dean of Financial Aid and Veterans' Affairs
<b>Direction Given:</b>	Direct first line supervision of assigned staff

**Minimum Requirements:**

Master's Degree from a regionally accredited institution in Business or related field and 4 years of work related experience

**Knowledge, Skills, Abilities, and Worker Characteristics:**

Analytical skills to interpret policies, research and compare alternative solutions  
Knowledge of computer and financial aid related software applications  
Ability to lead initiatives and execute multi-million dollar portfolios  
Ability to interpret complex Federal regulations and ensures collegiate compliance to the laws  
Demonstrates leadership and supervisory skills  
Skilled at verbal and oral communication  
Able to work collegially in a diverse environment and with institutional partners.

**Working Conditions:**

Typical Office Environment