



Job Title:	Director of Refunds & Reconciliation	Grade:	M
Department:	Financial Aid and 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:

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 and oversees the institutional, federal state, private and other sources of funds for the financial aid delivery system within applicable federal and state statutes and regulations. Establishes strategies for the effective and efficient delivery of financial aid awards to students that maximizes retention and recruitment goals; assists in updating financial Aid/VA's policy and procedure manual.
2. Manages, monitors and aids in the disbursement and reconciliation of funding availability for federal, state and institutional financial aid funds. Develops and implements reconciliation procedures for the financial aid programs to ensure proper tie between the Financial Aid Office, Cashiering, General Ledger, Sponsored Programs and Grants and Contracts offices.
3. Monitors and reviews projects to ensure all deadlines and quality standards are met; gathers and analyzes information, prepares and submits appropriate applications and reports for the continued funding of federal and state financial aid; oversees the coordination and completion for federal and state agencies, annual audits and/or program reviews.
4. Oversees and manages the R2T4 process for federal and state programs.
5. Ensures compliance with federal and institutional policy on all financial Aid awards; ensures student eligibility when funds are disbursed; including remedial hour, consortium agreement, conversion program, multiple reporting, transfer monitoring, lifetime Pell eligibility and potential over-awards; ensures students are contacted when disbursements are being made and if they meet any of the criteria.
6. Manages the Financial Aid's portion of the de-registration list. Ensures appropriate students are being held and de-registered.
7. Advises students and parents regarding the scope and acceptance policies of federal, state and institutional programs. Researches and resolves problems, complaints and escalated issues. 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.
8. Trains, counsels and provides leadership to staff on the policies and procedures of the federal, state and institutional programs; maintains and updates a portion of CPCC's Financial Aid Policy and Procedure Manual. In collaboration with the Associate Dean of Financial Aid and Veterans' Affairs, develop procedures and performance standards; assists in staff development, training and other personnel-related tasks; constantly seeks to maximize staff performance through continual process improvement.
9. Completes the yearly FISAP and NCHED, along with additional state reports, ensuring all FATP/FATR processes are completed and that accurate information is being reported.
10. Gathers and analyzes information; produces reports on the unit's activities.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. June 2013



Job Description

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Reporting Relationships:

Direction Received:	Reports to Associate Dean Financial Aid and Veterans' Affairs
Direction Given:	Direct-line supervision of assigned staff

Minimum Requirements:

Master's Degree from a regionally accredited institution in Business or related field and 4 to 6 years of job related experience.

Knowledge, Skills, Abilities, and Worker Characteristics:

- Analytical skills to interpret policies
- Ability to research and compare alternative solutions
- Ability to develop practices and suggest policy changes
- Managerial and supervisory expertise, along with proven employee leadership skills
- Knowledge of federal financial aid/veteran aid programs and policies
- Knowledge applicable federal and state statutes and regulations relating to financial assistance programs
- Knowledge of policies and practices relating to budgeting and accounting
- Knowledge of computer and financial aid related software applications
- Ability to communicate effectively and make presentations

Working Conditions:

Typical Office Environment