



## Job Description

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<b>Job Title:</b>	Director Refunds and Reconciliation	<b>Grade:</b>	M
<b>Department:</b>	Financial Aid/Veterans' Affairs	<b>FLSA:</b>	Exempt

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*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

### **Characteristic Duties and Responsibilities:**

1. Supervises and manages all accounting, reconciliation, refund and Return to Title IV processes.
2. Manages and monitors mission-critical De-Registration reports to ensure student payment.
3. Assumes responsibility for leading efforts for federal cash management compliance
4. Oversees the implementation of the Federal Direct Loan Program
5. Supervises staff (including members dedicated to program reconciliation and compliance) by providing leadership and direction, establishing schedules, assigning tasks, evaluating performance and recommending disciplinary decisions including termination;
6. Coordinates and oversees ongoing statistical reviews and federally required reconciliation of the Direct Loan program
7. Develops and implements a comprehensive financial literacy program that provides educational opportunities for students and families regarding the direct loan process, alternative financing options, direct loan rights and responsibilities.
8. Manages and supervises the certification of loan applications, transmission of loan data files, and performing all required reconciliation functions related to the Federal Direct Student Loan Program.
9. Serves as the primary point of contact with the U.S. Department of Education for the Federal Direct Student Loan Program, private lenders, and external constituents.
10. Manages and supervises the process of advising parents, students and internal clientele on loan eligibility, loan types, loan application requirements and procedures (including completion of Master Promissory Notes and loan entrance/exit counseling), loan disbursements, and other related matters
11. Manages and supervises the process of communicating with students regarding any missing application information.
12. Monitors the Return to Title IV calculations for the Direct Loan program and provide reports to managements-and College administration.
13. Informs the Financial Aid Director and College administration of regulatory revisions in administrative code that govern the federal Direct Loan program.
14. Other duties as assigned, troubleshoot challenges, and strategize and implement appropriate resolutions

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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



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### **Reporting Relationships:**

**Direction Received:** Reports to the Associate Dean Financial Aid and Veterans' Affairs  
**Direction Given:** Direct supervision and evaluation of work as a first-line supervisor of assigned staff.

### **Minimum Requirements:**

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

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

Analytical skills to interpret policies, research and compare alternative solutions  
Thorough knowledge and experience with federal financial aid/veteran aid programs and policies.  
Through knowledge and experience with using a College administrative software package, NSLDS, COD, and Return to Title IV Regulations  
Managerial and supervisory expertise, along with proven employee leadership skills  
Ability to communicate effectively and make presentations  
Advanced math skills  
Ability to work collegially in a diverse work environment

### **Working Conditions:**

Typical office environment.