

## Job Description Director of Financial Aid

**Classification:** Exempt, 12-Month Administrative

**Appropriated Title:** Director

**Working Title:** Director of Financial Aid

**Department:** Student Affairs

**Reports To:** Vice Chancellor, Student Affairs

**Date Prepared:** 01/17/2019

**Prepared By:** Dr. Ashley Buchman

### **POSITION SUMMARY**

The Director of Financial Aid will report to the Vice Chancellor for Student Affairs. The position will provide leadership and have direct responsibility for day-to-day operations for the Office of Financial Aid.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Leadership and Management**

- Provide oversight for the department's strategic planning, policy development, assessment planning, and daily operations.
- Lead department staff meetings, share information as appropriate, promote the development of ideas for improved service and efficiency, and encourage teamwork.
- Provide regular and timely feedback with each direct report through regularly scheduled meetings.
- Complete annual performance evaluations and performance plans for each direct report and provide guidance and direction for their personal and professional development.
- Provide direction to the unit for the development and implementation of efficient and high quality services.
- Assist the ASU-Newport's efforts to enhance, assess, and maintain undergraduate enrollment in alignment with the strategic plan through financial leveraging.
- Champion the financial needs of a diverse student population.
- Lead or serve on teams, committees and task forces as needed to fulfill the goals of the college.

#### **Resource Management & Budgeting**

Monitor workloads throughout the unit and prioritize staffing needs accordingly. Supervise department personnel in accordance with college policies and applicable laws.

- Interview, hire, and train financial aid employees.
- Plan, assign, and direct work for financial aid employees.
- Monitor the performance of financial aid employees providing feedback and appropriate action.
- Develop systems to track financial aid disbursement patterns and develop forecast for scholarship and need based aid for the college for planning purposes.

#### **Communication, Collaboration and Service**

- Promote collaboration with all units of the college to support student learning and

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student success.

- Develop and conduct financial aid presentations and participate in outreach activities, such as E.N.G.A.E., High School Outreach programs, financial aid workshops, etc.
- Develop, design, revise, and update all publications (website, college catalog, and other media) relating to financial aid, such as financial aid applications, forms used for tracking applications, correspondence forms, and brochures.
- Provide training and materials to ASU-Newport staff regarding the financial aid process.
- Facilitate coordination and communication between respective college departments as they relate to the Financial Aid Office's role in creating a positive educational experience for students.
- Address complaints and resolve problems. Integrate efforts to maximize Financial Aid's role in recruiting and retention.
- Utilize bi-monthly director's meetings as a communication platform.
- Foster positive collaborative relationships with campus and community constituents in addressing matters of common concern, including the enhancement of institutional commitment to an inclusive and accessible community of learning.

### **Compliance and Risk Management**

- Develop, implement and revise policies and procedures to ensure compliance with federal and state laws, regulations and college policies related to financial aid and scholarships.
- Coordinate and manage all financial aid programs, ensuring compliance with all federal, state, and institutional financial aid regulations, policies, and procedures for the institution.
- Monitor, approve, and revise all financial aid packaging for all qualified applicants in accordance with federal, state, institutional, and other policies and procedures.
- Collaborate with ASC on Satisfactory Academic Progress (SAP) and aid in the return of Title IV Funds processes.
- Oversee coordination of student loan processing between students, federal government, and the institution.
- Oversee Title IV refunds and repayments, including U.S. Department of Education and National Student Loan Data System notifications.
- Work with Student Accounts and Registration & Records to ensure accurate and timely exchange of information for financial aid and work with the reconciliation process.
- Ensure that all programs and services in the unit comply with relevant state and federal laws. Provide administrative oversight for compliance audits throughout the division.

### **Department Description**

The Financial Aid Office at ASU-Newport assists potential students, current students, and their families in obtaining the necessary financial resources to attend college. This includes the proper financial advisement of students and their families, processing and facilitating the financial aid application process and providing sound strategies in budgeting, alternative aid sources and debt management both during and after college. The ultimate goal for the Financial Aid Office is to minimize the financial concerns of our students so that they may concentrate on and maximize their opportunities for success.

The Financial Aid Office assists the public with all aspects of financing a college education, including:

- Providing adequate financial assistance and resources to eligible students

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- Advising students and families on the availability of financial aid
- Assisting students and families in the completion of financial aid forms and other required documents
- Processing financial aid in compliance with federal and state regulations
- Providing information to customers regarding budgeting, alternative aid sources and debt management
- Supporting admissions and retention activities as they relate to student aid, including but not limited to, participation in College Nights, E.N.G.A.G.E. sessions, and on-campus meetings providing information and training to our students to enable them to become financially responsible.

### **EDUCATION AND EXPERIENCE**

A minimum of a Bachelor's degree from an accredited institution plus minimum of five years of progressively responsible leadership experience in financial aid at a college or university or equivalent combination of education and experience is required. Experience in Campus Nexus Student is preferred.

### **PREFERED QUALIFICATIONS**

Ten or more years of progressively responsible leadership experience in financial aid at a college or university; experience with collective bargaining and union contract administration; and, experience with Campus Nexus Student System. Experience in supervision of professional staff; demonstrated commitment to diversity, equity and inclusion; experience developing, organizing, and administering budgets; experienced technology user including enterprise level and desktop tools deployed to improve services; strong personnel management skills including strategic planning, the ability to manage multiple functions, and organize institution resources to meet goals and objectives; excellent interpersonal, verbal and written communication skills; and, knowledge of applicable federal and state laws, statutes, campus processes, and awareness of law and policy proposals affecting financial aid service.

Last Modified: 11/27/2019