

# CLASSIFICATION SPECIFICATION

## Collegewide Director of Financial Aid

FT/PT Class Code: 3123, 3623      Pay Grade: B/C 25      FLSA: Exempt      Est. 08/10/18

**SUMMARY STATEMENT:** An incumbent provides leadership, coordination, and oversight for all federal, state, and institutional financial aid programs. In addition, the incumbent is responsible for all of the management and administration aspects of the collegewide financial aid department including counseling, processing, and the communication center.

### NATURE AND SCOPE:

The incumbent reports to the associate vice president for academic affairs. This position is responsible for ensuring compliance with regulations, policies, and procedures, and leads enrollment management by developing and implementing strategies and resources that increase student access, retention, and graduation. Typical contacts for this position include administrators, faculty, staff, and students.

### PRINCIPAL ACCOUNTABILITIES:

***An incumbent may perform any combination of the below listed accountabilities:***

1. Provides leadership, direction, and supervision of financial aid functions, including: administering and processing financial aid for degree and non-degree programs; delivering high-quality, student-centered financial aid counseling services; and coordinating outbound and inbound communication to students that increase enrollment and graduation.
2. Supervises, directs, motivates, trains, and evaluates staff to achieve department goals and objectives and ensures all staff are meeting performance expectations.
3. Provides leadership and direction for financial aid and enrollment management computerized systems, such as the student information system, self-service system, text messaging and e-mail software, scholarship application and administration tool, online financial aid tutorials and counseling, etc. Coordinates necessary system updates and improvements with Information and Instructional Technology Department to guarantee no delay or interruption in delivery of financial aid services.
4. Serves as the College's liaison with all external agencies who administer financial aid funds and programs, including the U.S. Department of Education and Delaware Department of Education. Coordinates completion of and updates to the Program Participation Agreement, Electronic Application for Approval to Participate, and Eligibility and Certificate Approval, and any other required applications, agreements, etc.
5. Manages the preparation of all information, reports, and data needed for external reviewing agencies, such as auditors, program reviewers, and accreditation teams. Collaborates with the Office of Research and Analytics to gather, track, and assess data related to financial aid. Regularly reports on how financial aid functions and resources are supporting student success. Serves as the primary financial aid contact for these agencies.

**PRINCIPAL ACCOUNTABILITIES, cont'd:**

6. Serves as the College's expert to ensure compliance with all federal and state regulations related to administering financial aid programs. Demonstrates commitment to staying abreast of financial aid and enrollment management policies, best practices, and trends. Proactively identifies regulatory changes that affect the College and develops and implements solutions to address these changes by collaborating with other affected divisions, such as Instruction and Business Services.
7. Ensures consistent and coordinated delivery of financial aid across all campuses, including, but not limited to, application, verification, awarding, disbursement, return of Title IV, satisfactory academic progress, and default prevention.
8. Coordinates with the Institutional Effectiveness and Development Division (Development) to facilitate awarding of institutional scholarships. Serves as the primary financial aid liaison with Development and the College's Educational Foundation. Communicates and promotes scholarship opportunities in order to increase applicants for College scholarships.
9. Creates procedures and guidelines that ensure that all federal, state, and institutional financial aid funds are optimized in the best interest of the students and that financial aid packaging strategies complement the enrollment goals of the College. Develops processes to ensure students are awarded federal, state, and institutional aid, including College scholarships, in a timely manner that allows them to make decisions about their enrollment at Delaware Tech.
10. Provides collegewide management for the scholarship application and administration software to ensure effective student use and donor stewardship. Regularly assesses the impact of these procedures and processes on increasing student access and success and implements improvement actions as necessary.
11. Lead enrollment management for the College, coordinates enrollment management functions across various College departments, and integrates financial aid resources and staff in the College's efforts to recruit and retain students.
12. Facilitates effective collaboration between financial aid accounting functions and financial aid processing functions. Coordinates disbursement, refund, and other key dates in conjunction with Business Services; works collaboratively with the directors of business services to ensure coordination of the compliance audit and the financial statement audit.
13. Establishes and implements a professional development program for financial aid staff and others who are responsible for understanding financial aid operations. Develops and implements internal training on regulations, procedures, systems, processes, customer service, etc.
14. Performs other related duties as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◇ Knowledge of Title IV and other relevant federal and state regulations related to student financial aid.
- ◇ Knowledge of student information systems.
- ◇ Knowledge of financial aid technical systems, such as Student Aid Internet Gateway (SAIG), the Common Origination and Disbursement System (COD), the National Student Load Data System (NSLDS), the e-Campus Based site, the G5 system, and the federal IPEDS reporting system.
- ◇ Knowledge of database and spreadsheet software.

**KNOWLEDGE, SKILLS, AND ABILITIES, cont'd:**

- ◇ Skill in managing day-to-day operations, including supervision of personnel.
- ◇ Skill in providing high-quality customer service.
- ◇ Ability to communicate effectively and relate to a diverse population in a multicultural environment.
- ◇ Ability to build, maintain, and strengthen mutually beneficial relationships both inside and outside the College.
- ◇ Ability to work collaboratively with others to achieve common goals, exhibiting a strong sense of team spirit.

**MINIMUM QUALIFICATIONS:**

- ◇ Bachelor's degree (Master's degree preferred) in a relevant field and five (5) years of relevant experience working with financial aid and enrollment management, including management and supervisory experience.