

ASSISTANT DIRECTOR OFFICE OF FINANCIAL AID SERVICES

DESCRIPTION

Leads Office of Financial Aid Services operational activities and functions. Assists the Director in establishing office policies and procedures. Offers information to develop strategic awarding and packaging policies. Develops processes to ensure compliant and timely disbursement of Federal, State and Institutional Aid. Supervises the Financial Aid Advisor.

EDUCATION

Bachelor's Degree required. Master's degree preferred.

EXPERIENCE

Minimum of three (3) years of progressively responsible experience in higher education financial assistance.

REPORTS TO

Director of Financial Aid Services

RESPONSIBILITIES include but are not limited to:

1. Leads the Office of Financial Aid Services (OFAS) operational activities
 - A. Responsible for all activities related to disbursement of Federal, State and Institutional Aid including checking eligibility, origination, disbursement and reconciliation of funds. Uses student information system and/or Federal/State Software/Websites to process.
 - B. Establishes processes which will ensure compliance with regulations for origination and disbursement of funds.
 - C. Coordinates verification and professional judgment process with the Financial Aid Advisor.
 - D. Responsible for Return to Title IV process. Coordinates and tracks process to completion.
 - E. Creates mechanisms to improve the quality of processing of aid and service to students.
2. Supervises Financial Aid Staff
 - A. Through observation and reporting, assess strengths and weaknesses of staff and recommend training for improvements. Assists in recruitment, promotion, evaluation and discipline of staff.
 - B. Develop workflow recommendations for the OFAS.
 - C. Recommend and implement approved training for staff.

3. Provides excellent customer service, advice and counseling to students and families.
 - A. Coordinates walk-in and appointment times for students with OFAS staff.
 - B. Presents financial aid information to students/families at admission events and orientation.
 - C. Develops materials and counsels students and families about aid and payment options.
4. Performs related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

Principles and practices of financial aid (Title IV and State of Illinois aid programs)

Budget preparation techniques

Principles of management and supervision

Relational database systems

Ability to:

Provide technical & management leadership in financial aid services

Enforce guidelines and procedures

Develop effective budget plans

Create financial operating reports

Communicate effectively verbally and in writing

Operate a PC and related software

Maintain effective working relationships with other people

Interact effectively and courteously with culturally diverse groups.

Project a professional, friendly, and helpful demeanor.

WORKING CONDITIONS AND PHYSICAL EFFORT

Work is normally performed in a typical interior-office work environment.

No or very limited exposure to physical risk.

No or very limited physical effort required.

Noise levels not above a point that hearing protection is needed.