Position Summary:
The Director of Financial Aid reports to the Executive Director of Admissions and is responsible for the administration, awarding, and disbursement of all student financial aid and scholarships in compliance with federal, state, and institutional policies. The Director of Financial Aid is expected to serve as a working-director with a strong background and understanding of all aspects related to the daily operations of a financial aid office. This also means that the Director will be involved with all daily activities related to financial aid including professional judgements, return of Title IV funds, Academic Calendar Committee, and campus events related to recruitment and retention.

The Director is charged with developing effective strategies, staffing and resources which provide timely and accurate information to undergraduate and graduate students and other constituents related to financial aid. This includes managing and overseeing the distribution of student financial aid in accordance with all federal, state, and institutional regulations and policies; completing federal, state, and institutional reports and audits; overseeing daily processing of student financial aid; providing leadership and training to a staff of five financial aid employees including the Student Employment Coordinator; and coordinating office activities with the other campus departments and external agencies.

Duties and Responsibilities:

1. Provide supportive leadership and supervision to professional staff that assures a student-centered approach to financial aid administration as well as training and cross training to ensure continuation of operations;
2. Administer, monitor, and interpret all federal and state financial aid regulations on a continual basis and communicate changes in regulations that impact the university and its students to the university’s executive team;
3. Provide oversight of our student employment program as well as training, development and support for our Student Employment Coordinator;
4. Determine all student financial aid awards for undergraduate and graduate students based on eligibility and the availability of funds;
5. Coordinate and communicate with various campus departments including Dean of Students Office, Business Office, Cashier’s Office, Study Abroad, Career Services, Institutional Research, Information Technology, Academic Affairs and the University Foundation, as well as others;
6. Develop, manage and oversee financial aid budgets;
7. Estimate long-range needs for financial aid funds and submit applications to federal, state, and other granting agencies, as appropriate;
8. Demonstrate compliance for all financial aid audits related to federal and state regulations, and NCAA guidelines for a Division III athletic program;
9. Comply with all external reporting requirements including the FISAP and Program Participation Agreements;
10. Ensure exception-free financial aid audits and program reviews by interpreting and implementing statutory, regulatory, and institutional policy requirements that pertain to programs administered by the financial aid office;
11. Work closely with the Foundation Office and Admissions Office on our scholarship awarding process;
12. Serve on our Nonresident Tuition Waiver Council;
13. Convene the Financial Aid Reinstatement Committee;
14. Work closely with the Office of Admissions on recruitment focused initiatives such as daily campus visits and student orientation events;
15. Develop financial aid strategies to help the university fulfill its educational mission and enrollment goals while meeting the needs of a diverse student population and provide insight and ideas related to the enrollment management strategic plan of the institution;
16. Management activities including, but not limited to, strategic planning, outreach, personnel, budget and resource management, and continuous improvement assessment of the unit’s operations in all areas;
17. Develop and lead outreach initiatives with appropriate staff to promote FAFSA completion and share financial literacy with our student body, with the local community, and across our region and state;
18. Complete mandatory training and professional development as needed;
19. Other duties as assigned by supervisor

Knowledge, Skills, and Abilities:
- In depth knowledge of and proficiency with computer based financial aid system and student information systems.
- In depth knowledge of federal and state financial aid regulations.
- Knowledge and possession of high professional standards and a personal code of ethics characterized by honesty, integrity, openness, and fairness.
- Strong leadership and administrative skills including planning, budgeting, resource management, marketing and supervision.
- Skill in the articulation of financial aid programs to parents, students, and campus administrators.
- Strong analytical and critical thinking, project management, as well as innovative problem recognition and resolution skills that leverage technology and resources.
- Strong leadership and administrative skills including planning, budgeting, resource management and supervision.
- Ability to effectively develop and implement financial aid policies.
- Ability to lead a team of professional staff, serve as an internal resource and consultant, and work collaboratively with a wide array of faculty, staff and/or administrators and with the enrollment management team.
- Ability to communicate effectively, both verbally and in writing.

Minimum Qualifications:
- Bachelor’s degree
- Five years of progressive experience in financial aid in a higher education setting
- Two years of supervisory/team leadership experience
- Experience with a Student Information System

Preferred Qualifications:
- Master’s degree in a relevant field
- Experience with PeopleSoft Student Information System
- Experience with a Document Imaging System (Perceptive Content Preferred)