

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF FINANCIAL AID

BASIC FUNCTIONS:

Under administrative direction from the Dean of Enrollment Services, plan, develop, organize and direct the daily operations of the Financial Aid office, including state and federal financial aid, scholarship, Board of Governors Financial Aid Program, student employment, financial aid application lab; train, supervise and evaluate the performance of assigned staff; resolve complex or unusual problems and situations related to the financial aid function.

REPRESENTATIVE DUTIES:

Plan, develop, organize, and direct the District's federal and state financial aid programs; interpret, implement and maintain current knowledge of federal and state guidelines concerning financial aid program.

Develop and implement policies and procedures concerning the operations of the financial aid program; revise as necessary to comply with changes in federal and state laws.

Prepare reports for all funding sources; prepare and verify expenditure reports required by federal and state agencies.

Monitor status of program funds; prepare budget and disbursement guidelines; account for proper expenditure of financial aid funds.

Review correspondence from students with special circumstances and resolve as appropriate; interview and advise students regarding financial aid matters; conduct student appeals as appropriate and forward unresolved appeals to the Appeals Committee.

Manage the District's outreach and in reach activities relating to financial aid and scholarships.

Develop annual and comprehensive Program Review documents and year assessments; develop, assess and report yearly Service Area Outcomes.

Train, schedule, assign, supervise, and evaluate the work performance of assigned personnel; discipline personnel in accordance with established policies and procedures.

Plan and direct the District's scholarship program to assure awarding of scholarships consistent with applicable requirements.

Establish, implement, and manage the financial aid computer information system used to process all financial aid applications.

Coordinate with a variety of other department to assure timely processing of financial aid and to disseminate program information; confer with information services personnel regarding financial aid software.

Prepare a variety of complex statistical and narrative reports; assure the maintenance of accurate records and files.

Provide financial aid application process and information to feeder high schools as appropriate.

Attend a variety of meetings, workshops, and conferences; represent the District to other educational institutions and community organizations and agencies.

Participate in shared governance through service on planning and/or operations committees and task forces.

Perform other duties and assigned or required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Planning, organization and direction of a financial aid office
Pertinent federal, state, and local laws, codes, regulations, policies and procedures
Automated systems and software used in financial aid activities; current and developing technologies for meeting the needs of an educational institution
Correct English usage, grammar, spelling, punctuation, and vocabulary
Interpersonal skills using tact, patience, and diplomacy
Principles and practices of management, supervision, and training
Preparation, maintenance, verification, and processing of statistical reports
District organization, operations, policies, and procedures
Modern office practices, procedures, and equipment
Record-keeping techniques
Oral and written communication skills

ABILITY TO:

Plan, organize, coordinate and administer programs, services, activities, and functions of the District's Financial Aid Office.

Establish internal controls and procedures and will withstand audit scrutiny.

Provide technical expertise to others regarding financial aid and scholarship programs and services.

Train, provide technical work direction, supervise, and evaluate the performance of assigned staff and student assistants.

Read, interpret, apply and explain provisions of Federal, State and District regulations, policies and procedures to faculty, staff, students, and the public.

Plan, organize and maintain records systems.

Communicate effectively both orally and in writing.

Establish and meet schedules and time lines.

Understand and maintain current knowledge of integrated computer systems; identify, analyze, and resolve computer systems issues.

Operate a personal computer and various supporting software packages.

Maintain records and prepare reports.
Analyze complex data and reach sound, defensible conclusions.
Work confidentially with discretion.
Establish and maintain cooperative and effective working relationships with others.
Analyze situations accurately and adopt an effective course of action.
Collaborate and work as a team member.

EDUCATION AND EXPERIENCE: Bachelors degree in a related field and a minimum of three years of progressively responsible experience in a community college or other public agency, to include 2 years of administrative or supervisory responsibility.

LICENSE OR OTHER REQUIREMENT: Possession of, or ability to obtain, an appropriate valid California Driver's License.

WORKING CONDITIONS: Duties are primarily performed in a Student Services environment while seated at a desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

PHYSICAL DEMANDS: Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over the telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.