

**San Jose/Evergreen Community College District
Classified Management Job Description**

Position: Director, Financial Aid & Scholarship Programs

Department: Student Affairs

College: SJCC or EVC

Date: January 27, 2021

POSITION PURPOSE

Under the general direction of assigned administrator, the Director of Financial Aid & Scholarship Programs, oversees, organizes, administers, manages, and evaluates a comprehensive financial aid & Scholarship office and delivery system for students and designated student outreach programs for the assigned college.

NATURE and SCOPE

The Director of Financial Aid & Scholarship Programs is responsible for evaluating financial aid eligibility; award disbursement; defining and articulating program goals, philosophies, and standards; requiring approvals for federal, state and scholarship funds; and making office budgeting decisions to maintain office equipment, supplies, and technical support. Ensures that the college's policies are in agreement with federal, state and other regulations; maintains a high level of quality and integrity so as not to create institutional liability; and supervises staff.

KEY DUTIES and RESPONSIBILITIES

1. Oversee the daily operations of department including organizing and staffing for effective customer service for financial aid, grant, scholarship and work study programs.
2. Plan, organize, and implement work projects. Facilitate communications about departmental activities, events, deadlines, and timelines.
3. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; train, counsel, and discipline personnel according to established policies and procedures.
4. Organize, supervise, perform, and review work activities to ensure compliance with quality standards and deadlines to ensure compliance with federal and state regulations and to minimize financial liability. Identify opportunities for continuously improving service.
5. Administer a full range of financial aid programs including but not limited to grants, loans, and work study programs.
6. Coordinate the administration of internal and external scholarship programs with various foundations, district fiscal/ college business services departments, and other college programs.
7. Serve as primary contact for federal and state reporting purposes. Analyze and interpret federal and state regulations governing financial aid and scholarship programs.
8. Direct, guide, and process student applications, determine eligibility for awards, and notify of successful granting of awards.
9. Develop and implement comprehensive policies and procedures manual in accordance with federal regulations and departmental/college policy.

10. Consult with and advise administrators, faculty, staff, and students regarding financial aid programs, policies, procedures and problems. Chair committees dealing with student financial aid and scholarships.
11. Conduct financial aid and scholarship presentations for the college, campus and outside community organizations. Advise students, families, and the public on the procedural and technical aspects of financial aid programs, policies and procedures, and requirements.
12. Review and make decisions regarding student appeals for satisfactory academic progress denied by the financial aid professional support staff.
13. Manage federal and state grant programs including maintaining awareness of changes in federal/state regulations which govern these programs. Implement new procedures as needed.
14. Develop and update communications used to convey and describe financial aid and scholarship programs and services in accordance with federal consumer information laws, including publications and forms.
15. Perform data management functions that include establishing and testing tables and fields for storing information and making computations for administration of financial aid programs
16. Prepare and recommend budgets for the department and various programs. Organize budget and financial material during the budget process. Monitor expenditures and ensures accurate fiscal records during implementation of the program.
17. Assign and/or perform the processing of payroll, accounts payable, and other accounting documents. Assure the office has adequate supplies to conduct business.
18. Coordinate monthly reconciliation of financial aid programs. Verify disbursements to students on loans and grants, accessing computerized databases for information. Prepare reports for internal use and for compliance with external agency requirements.
19. Facilitate transfer of information on loans, grants, scholarships, and student demographics to and from federal and state processors and agencies.
20. Establish routines and protocols for automated data transfer between the College and external agencies.
21. Coordinate with Information Technology Services and Support (ITSS) to ensure up-to-date data entry screens, data fields, tables and other information is contained and accessible through the College's integrated student and business information systems.
22. Assign and/or perform research as assigned or required for external reporting. Compute and compile information and statistical reports.
23. Maintain up-to-date knowledge of laws, regulations, policies, procedures and automated business systems that guide or support the functional area. Develop operational policies and procedures that enhance the operations of the work section.
24. Maintain up-to-date knowledge of trends in financial aid and scholarships, regulations, policies, and procedures.
25. Perform other duties and responsibilities as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Federal, state, local, and private financial aid and scholarship programs and requirements, including the work flow requirements that support program compliance.
2. Financial aid and scholarship programs, procedures, eligibility requirements, and calculations.
3. Automated information processing systems (both software and databases) that support financial aid and scholarship.
4. Financial aid and scholarship laws, policies and procedures.
5. Supervision of staff, office organization and workflow design, reporting requirements, and confidential record keeping.

Skills and Abilities to:

1. Prepare highly complex correspondence and reports.
2. Deliver presentations, and convey technical information to a wide variety of customers.
3. Interpret, explain, and apply College and financial aid program policies, rules, and objectives.
4. Encourages high morale and efficiency.
5. Plan, organize and prioritize work in order to meet schedules and timelines.
6. Recruit, train, supervise, and evaluate personnel.
7. Work effectively with students, faculty, and staff from multi-cultural backgrounds and promote access, success, and equity.
8. Present a positive image of the College in the community.
9. Communicate with a diverse population of students, staff, and the public using tact and courtesy in sometimes confrontational or strained situations.
10. Maintain confidentiality of information.

Education and Experience:

1. Bachelor's degree in student services administration, public administration, educational administration, business management or a related field.
2. Four years of progressively responsible financial aid and scholarship experience including two years of Management experience.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Working Conditions:

1. Typical office environment.

Board Approved: 6/10/08, 5/13/14, 5/8/18, 9/8/2020, 1/26/2021

Salary Range: M-26 (reclassified from M-18 effective 7/1/14, from M23 effective 7/1/18, title change to Director from Associate Director with same range effective 9/8/2020; added Scholarship Programs to title 1/26/21)

EEO-Category: 2B1 – Executive/Administrative/Managerial