

**San Jose · Evergreen Community College District  
Supervisor Job Description**

**Position:** Financial Aid Supervisor

**Department:** Financial Aid

**College:** Evergreen Valley College

**Date:** 2/24/16

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**POSITION PURPOSE**

Under the direction of Financial Aid Director or assigned administrator, the Financial Aid Supervisor organizes, coordinates and supervises day-to-day technical processes and general operations in the financial aid office; trains, supervises and evaluates the performance of assigned staff; provides financial aid system training and support to staff and/or student employees; ensures compliance with relevant regulatory requirements; and serves as the Director of Financial Aid in his/her absence.

**NATURE and SCOPE**

The Financial Aid Supervisor takes responsibilities in planning and developing methods and procedures to implement, and administering the overall activities of a financial aid department at a college site. The position supports the development and administration of the college's Financial Aid Program in compliance with federal, state and applicable laws, policies and regulations.

**KEY DUTIES and RESPONSIBILITIES**

1. Plan, organize, coordinate, and supervise the day-to-day operations of staff to ensure efficient delivery of services to students, faculty, staff and the community at large.
2. 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.
3. Provide detailed information to students, parents, faculty, and staff concerning the financial aid process, programs available, etc.
4. Determine eligibility for financial aid and awards Cal grants, Pell and campus-based aid and state aid programs.
5. Prepare and submit project proposals and a variety of state and federal reports or electronic data and statistics.
6. Maintain and update office procedures and inform staff of changes from the district, state and/or federal agencies.
7. Provide information and general technical direction for Financial Aid staff in regards to correct student system errors, situations or concerns.
8. Coordinate with District ITSS to provide technical solutions regarding the campus financial aid system and assistance as needed in the day-to-day usage; test and practice patches/upgrades under the guidance of ITSS.
9. Reconcile financial aid grant program accounts in-house and with the Finance Office on a monthly basis.
10. Assist in the preparation and administration of annual program budgets and preparation of recommendations and justifications regarding budget requests. Maintain financial aid program expenditures and records of financial aid grant programs.

11. Maintain compliance standards for federal and state financial aid programs. Ensure conformance to federal, state, and District policies, procedures, and regulations.
12. Attend and conduct a variety of meetings as assigned; participate on campus and community committees promoting the needs and interests of financial aid students; prepare agendas for meetings as appropriate.
13. Coordinate the scholarship program to ensure timely availability of and access to application materials; provide leadership to the scholarship committee; ensure timely notification of award recipients; coordinate the annual scholarship awards ceremony and reception.
14. Assure proper accounting and disbursement of financial aid monies according to established procedures in addition to appropriate reconciliation work.
15. Act as a liaison between the District Foundation office and the Financial Aid office.
16. Perform other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge:**

1. Applicable laws, codes, regulations (Title IV), policies, procedures, etc. related to financial aid and scholarships.
2. Specialized functions, programs, activities and operations of the Financial Aid Office.
3. Knowledge and familiarity with various Department of Education software, word processing, spreadsheets, databases and financial aid systems.
4. Interpersonal skills using tact, patience and courtesy.
5. Correct English usage, grammar, spelling, punctuation, and vocabulary.
6. Principles and practices of supervision, training, and providing work direction.
7. Oral and written communication skills.
8. Budget preparation and record keeping.
9. Operation of office machines including computer equipment and software.
10. District policies and procedures.
11. Functions, programs, activities, operations, and program reporting requirements

### **Skills and Abilities to:**

1. Supervise, organize, train and evaluate the work of technical and clerical personnel.
2. Recommend and implement goals and objectives of the assigned program.
3. Prepare reports and meet deadlines.

4. Collaborate with administrators and other members of the campus community in financial aid services.
5. Analyze situations accurately and adopt an effective course of action.
6. Operate a computer using a variety of software programs.
7. Establish and maintain cooperative-working relationships with those contacted in the course of work.
8. Interpret, apply and explain rules, regulations, policies and procedures.
9. Work independently with a minimum of supervision.

**Education and Experience:**

1. Bachelor's degree in a related field.
2. Three years of relevant experience in a Financial Aid Office, including supervisory or related leadership experience.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, 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.

**Desirable Qualifications:**

1. Bilingual in Spanish or other languages.
2. Experience in financial aid administration.

**Working Conditions:**

1. Typical office environment.

Approved: 2/23/16  
Salary Range: S-115  
EEO-Category: 2B2 – Other Professionals