

TITLE	CLASSIFICATION	SALARY RANGE
Manager, Student Financial Services	Management Team Classified Supervisor	21

**SCOPE OF POSITION:**

Under the direction of the Director, Student Financial Services, plans, organizes and manages the day-to-day operations of the Financial Aid and Scholarship Office including application review, awarding, record-keeping and reporting activities; trains, supervises and evaluates the performance of assigned staff.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Manages and monitors the determination of financial need for applicants, preparation of student financial aid packages, and transmittal of student award letters and information.
2. Manages and authorizes the use of funds within Scholarship Programs; ensures compliance with funding requirements; prepares for fiscal monitoring and program quality reviews; prepares reports to ensure appropriate disbursement and fiscal accountability of funds; administers and conducts ongoing statistical reviews and reconciliation of scholarship programs and funds.
3. Advises students and resolves financial aid and scholarship issues; monitors student records to determine progress and achievement in relationship to the eligibility necessary for financial assistance.
4. Coordinates with staff in the preparation of Federal and State reports; prepares and provides periodic reports pertaining to the status of financial aid program; researches, analyzes and compiles information from reports and other sources to produce financial aid program review reports.
5. Analyzes, monitors and recommends awards for the Doyle Scholarship Program; monitors award payouts; analyzes and projects growth of program, awards acceptance rates, high school and continuing student enrollment trends.
6. Oversees the coordination of the Circle of Honor Scholarship Reception for students, faculty, staff, and community partners.
7. Reviews and processes financial aid appeals, and extension and emergency loan requests according to established policies and procedures; approves or denies extension requests; releases student financial aid grant and loan funds based on approval of appeals and extension requests.
8. Assists the Director in the preparation and maintenance of narrative, statistical and financial records and reports related to financial aid, students and assigned activities; ensures that mandated reports are submitted to appropriate governmental agency according to established time lines.
9. Provides technical expertise and assistance to faculty, staff and students concerning financial aid and scholarship programs and related activities; responds to inquiries, resolves issues and provides detailed and technical information concerning related laws, codes, rules, regulations, standards, requirements, policies and procedures.
10. Trains, supervises and evaluates the performance of assigned staff; interviews and select employees and recommends transfers, reassignment, termination and disciplinary actions; organizes and establishes priorities and schedules for financial aid staff.

**KEY DUTIES AND RESPONSIBILITIES – Continued**

11. Provides technical expertise, information and assistance to the Director regarding assigned functions; assists in the formulation and development of policies, procedures and programs.
12. Communicates and collaborates with faculty, staff, students and external organizations to exchange information, coordinate activities and programs and resolve issues.
13. Develops and prepares the Financial Aid and Scholarship budgets; analyzes and review budgetary and financial data; authorize expenditures in accordance with established limitations; participates in annual external audits related to the awarding and disbursement of financial aid and scholarship funds.

**KNOWLEDGE OF:**

1. Income tax and financial statements.
2. Title V, State and Federal statutes and regulations pertaining to student financial aid programs.
3. IRS regulations governing non-profit organizations and tax implications for donors and student scholarship recipients.
4. Rules, regulations, procedures, policies and functions of Federal, State and District financial aid programs.
5. IRS regulations and Family Educational Rights and Privacy Act (FERPA) applicable to financial aid.
6. Methods and techniques of financial aid need analysis.
7. Community programs and services available to students.
8. Financial aid packaging methods and procedures.
9. Interpersonal skills using tact, patience and courtesy.
10. Principles and practices of administration, supervision and training.
11. Financial and statistical record-keeping techniques.
12. Oral and written communication skills.
13. Budget preparation and control.

**ABILITY TO:**

1. Train, supervise and evaluate the performance of assigned personnel.
2. Provide consultation and technical expertise concerning financial aid operations and activities.
3. Communicate effectively both orally and in writing.
4. Interpret, apply and explain rules, regulations, policies and procedures.
5. Establish and maintain cooperative and effective working relationships with others.
6. Operate a computer and assigned office equipment.
7. Analyze situations accurately and adopt an effective course of action.
8. Meet schedules and time lines.
9. Work independently with little direction.
10. Plan and organize work.
11. Prepare comprehensive narrative and statistical reports.
12. Direct the maintenance of a variety of reports and records related to assigned activities.
13. Demonstrate sensitivity to, and respect for, a diverse population.

**QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

**EDUCATION:**

Bachelor's degree in business administration or related field.

**EXPERIENCE:**

Increasingly responsible experience in a financial aid and/or scholarship office.