

TITLE: Director, Student Financial Services

CLASSIFICATION: Management Team – Classified Administrator

SALARY RANGE: 26

SCOPE OF POSITION:

Under the direction of the Vice President, Student Services/Assistant Superintendent, provide strategic leadership and administrative oversight for all aspects of student financial support services, including Title IV Federal and California State financial aid programs, institutional and outside scholarships, and veterans education benefits; ensure compliance with complex regulations, manage department budgets, and advance institutional goals related to access, equity, and student success as they relate to assigned areas; oversee financial aid related technology systems, staff development, and cross-departmental collaboration to deliver high-quality, student-centered services; serve as the institution's primary compliance officer for financial aid and veterans programs; inform the District regarding policy discussions and reporting.

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. Provide strategic leadership and oversight for the administration of federal Title IV, California State, and institutional financial aid, scholarship, and veterans education benefit programs. Ensure full compliance with regulations and maintain institutional eligibility for audits, program reviews, and external assessments.
2. Develop and maintain internal policies and procedures in alignment with updates from the department of Federal Student Aid, California Student Aid Commission (CSAC), and the California Community Colleges Chancellor's Office (CCCCO). Monitor legislative and regulatory changes impacting aid and veterans services.
3. Direct the full lifecycle of financial aid operations, including application processing, eligibility determination, awarding, budget development, disbursement authorization, reconciliation, and return of funds (R2T4). Ensure timely and equitable delivery of aid and services to a diverse student population.
4. Administer institutional and donor-funded scholarship programs in coordination with the SRJC Foundation.
5. Direct the Veterans Affairs (VA) program, including certification of benefits, fund requests, reporting, and compliance with VA regulations. Provide guidance and support to veteran students and eligible dependents.
6. Lead the implementation, enhancement, and maintenance of financial aid management systems and platforms. Collaborate with IT and vendors to ensure technology is current, efficient, and compliant. Oversee the development and evaluation of related applications and tools to support service delivery.
7. Manage student appeals processes related to financial aid and veterans benefits. Make determinations in exceptional cases and ensure students receive responsive, student-centered support. Promote financial literacy, emergency assistance resources, and access to accurate and timely information.
8. Recruit, train, supervise, and evaluate a diverse team across financial aid, scholarships, and veterans services. Promote a culture of professional development, regulatory literacy, inclusion, and collaborative service excellence.

KEY DUTIES AND RESPONSIBILITIES – Continued

9. Develop, monitor, and manage budgets for financial aid, scholarships, and veterans services. Provide fiscal oversight, ensure compliance with institutional and external guidelines, and support long-term financial planning and resource development.
10. Plan, organize, and assess short- and long-term initiatives and programs. Lead department-wide program reviews, assess student learning and service outcomes, and utilize data for continuous improvement and strategic alignment.
11. Ensure timely and accurate submission of federal, state, and institutional reports, including FISAP, ECAR, IPEDS, MIS, and CSAC reconciliations. Leverage data analytics to track awarding trends, support strategic planning, inform equity initiatives, and maintain accountability.
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13. Direct the preparation, retention, and confidentiality of student financial aid, scholarship, and veterans records. Maintain and ensure compliance with local, state, and federal privacy laws and institutional protocols for information security, recordkeeping, and data destruction.
14. Serve as a liaison and advocate across campus and with external agencies.
15. Maintain effective communication with students, faculty, staff, and partner organizations to support coordinated services and continuous improvement.
16. Collaborate with key departments including Admissions & Records, Counseling, EOP&S, Academic Affairs, Finance and Administrative Services, and the SRJC Foundation.
17. Represents the District at local, regional, state, and national conferences and meetings
18. Participates in the Participatory Governance process and makes presentations to the Board of Trustees and other groups.
19. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to support an inclusive environment in the Student Financial Services office, and across the District.

KNOWLEDGE OF:

1. Advance knowledge of federal, state, and local financial aid programs and regulations and associated needs analysis, award packaging processes and procedures.
2. Scholarship management criteria.
3. Student Information systems and financial aid technology platforms.
4. Financial planning, forecasting, and budget oversight.
5. Strong interpersonal, verbal, and written communication competencies
6. Leadership best practices in team supervision, professional development, and performance management.
7. Knowledge of relevant federal and state regulations including FERPA and IRS.
8. Collaborative relationship-building and conflict resolution skills with diverse stakeholders.
9. Knowledge of lived experiences of students from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.

ABILITY TO:

1. Ensure compliance with Federal, State and local policies.
2. Oversee the administration of Title IV, State and institutional aid funds.
3. Effectively train, supervise and evaluate the performance of assigned staff.
4. Communicate effectively both orally and in writing.
5. Interpret, apply and explain rules, regulations, policies and procedures.
6. Foster a team-oriented environment through effective communication and mutual respect.
7. Utilize current office technologies and software platforms effectively in a professional setting.
8. Assess operational or student-centered challenges and make data-informed decisions.
9. Demonstrate reliability in delivering high-quality work within established timeframes.
10. Exercise initiative and autonomy in managing responsibilities with minimal supervision.
11. Effectively plan, prioritize, and organize workflows to support operational efficiency and strategic objectives.
12. Ensure proper documentation practices per institutional policies and regulatory standards.
13. Demonstrate sensitivity and ability to engage respectfully with individuals from diverse backgrounds, experiences, and perspectives.

MINIMUM 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; preferably in education, finance, business, or related field.
Master's Degree preferred

Experience:

5-7 Years of progressive leadership or supervisory experience in student financial aid programs and extensive leadership experience in a financial aid office.