

TITLE: Director, Student Financial Support and Services

CLASSIFICATION: Management Team – Classified Administrator

SALARY RANGE: 27

SCOPE OF POSITION:

Under the direction of the Vice President, Student Services/Assistant Superintendent, plan, organize, and direct the Financial Aid, Scholarship, Veterans Affairs, Basic Needs Resources, Student Resources, and Adult Reentry programs and operations of the District; ensure compliance with Federal, State and local policies; oversee the administration of Title IV, State and institutional aid funds; train, supervise and evaluate 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. Oversee the administration of Title IV, State and institutional aid funds to eligible students; review and determine award eligibility, allocate aid, award financial aid packages and authorize disbursement; and develop and maintain student budgets.
2. Direct the development, modification, evaluation and implementation of computer applications in areas related to student financial services, including updates and changes to the current financial aid management system.
3. Manage the Veterans Affairs Program; oversee certification of payments to veterans, eligible dependents, survivors and reservists in compliance with federal rules, regulations and guidelines; manage requests for funds and reports.
4. Receive and hear appeals from students and authorize exceptions to District policies and procedures in individual cases affecting a student's financial aid and veteran benefits.
5. Train, supervise, and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
6. Provide technical expertise, information and assistance to the Vice President regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
7. Plan, organize, and implement long and short-term programs and activities designed to develop assigned programs and services; develop and monitor program reviews for department/programs including student learning and program outcomes; assess and evaluate the data to determine program and department needs and improvement.
8. Direct the preparation and maintenance of narrative and statistical reports and records related to personnel and assigned activities; ensure proper security, confidentiality, retention and destruction of student financial aid, scholarship and veteran records; oversee the release of student information contained in files in accordance with established laws, procedures and regulations.
9. Develop and prepare the operating budget for Student Financial Services, Veterans Affairs, Student Resource Center/Basic Needs and Adult Reentry programs; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations; prepare for, coordinate and respond to internal and external audits; provide leadership for funding opportunities and resources and required reporting; develop, monitor and evaluate staffing needs, area budget and the budgeting process.
10. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.

KEY DUTIES AND RESPONSIBILITIES – Continued

1. Collaborate with District Departments, regarding new and continuing programs to ensure they are Title IV eligible; Admissions and Records to determine student eligibility; EOPS and Student Success & Equity to verify eligibility based on Title IV regulations.
2. Provide direction to the Director of Reentry and Student Resources on District-wide programs aimed at supporting students with their Basic Needs, including providing wrap-around services to address food and housing insecurities.
3. Provide direction to the Director of Reentry and Student Resources on distribution programs in collaboration with community support agencies to address food insecurities of students at all District locations.
4. Provide direction to the Director of Reentry and Student Resources on social work programs including the Masters of Social Work (MSW) intern program
5. Provide direction to the Director of Reentry and Student Resources on Cal Fresh access for students; outreach and communications to eligible students; State reporting and program compliance.
6. In conjunction with the Director of Reentry and Student Resources, plan, develop, and provide leadership for programs to support new, continuing, and returning adult students with onboarding, navigation of District services and supports; develop and support regular orientations to provide the adult learner with connections to academic counseling and career planning.

KNOWLEDGE OF:

1. Federal and State student aid regulations.
2. Scholarship management criteria.
3. Database administration and financial aid management software.
4. Budget preparation and control.
5. Oral and written communication skills.
6. Principles and practices of administration, supervision and training.
7. Applicable laws, codes, regulations, policies and procedures including FERPA and IRS.
8. Interpersonal skills using tact, patience and courtesy.

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.

ABILITY TO – Continued

6. Establish and maintain cooperative and effective working relationships with others.
7. Operate a computer and assigned office equipment.
8. Analyze situations accurately and adopt an effective course of action.
9. Meet schedules and time lines.
10. Work independently with little direction.
11. Plan and organize work.
12. Direct the maintenance of a variety of reports, records and files related to assigned activities.
13. Demonstrate sensitivity to, and respect for, a diverse population.

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 in business administration or related field; Master's Degree preferred

Experience:

Extensive leadership experience in a financial aid office.