

DIRECTOR OF STUDENT FINANCIAL SERVICES**DEFINITION**

Under general administrative direction, plans, organizes, integrates, and manages work pertaining to the Financial Aid department; the efficient and equitable disbursement of grants and loans to students, determines department needs, formulates action plans and works with staff to deliver department services; provides expert and professional assistance and guidance to college administration on financial aid; and preforms related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from upper-level Administration, Dean or Vice President of Student Services. Provides direct supervision to numerous financial aid staff as well as other programmatic and administrative support staff, as assigned.

ESSENTIAL DUTIES

- Plans, organizes, directs, controls, integrates and evaluates the work of the Financial Aid department; implements and monitors work plans to achieve goals and objectives; contributes to development of and monitors performance against the annual department budget; manages and directs development, implementation and evaluation of plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Directs and manages the performance of staff; directs and oversees the selection/hiring of staff; establishes performance requirements and personal development targets for direct reports; regularly monitors performance and provides coaching for performance improvement and development; hears and acts on grievances; subject to concurrence by Human Resources, approves or takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance Board policies, Administrative Regulations, Human Resources procedures and collective bargaining agreements.
- Provides day-to-day leadership and works with staff to ensure a high-performance, service-oriented work environment that supports achievement of the departments and college's mission, objectives and values; promotes workplace diversity, inclusion, cultural competency and a positive work environment.
- With other members of senior management, participates in the development and implementation of College and District strategic plans, goals and objectives; leads and directs department staff in the development and application of new methodologies, technologies and business process improvements to achieve higher efficiency, productivity and customer service in department work processes.
- Directs, plans and ensures the timely, efficient and proper determination of student eligibility for financial aid, grants and loans; oversees the comparison of financial need with available financial aid and personally adjudicates the more complex and difficult financial aid and student account issues and appeals; interprets, explains and enforces policies, procedures and practices; provides technical direction to staff and information to students pertaining to Financial Aid rules, regulations, operational procedures associated federal and state programs; reviews, develops and implements policies, procedures and practices.

- Directs the planning, coordination and development of annual outreach plans, financial aid in-reach and outreach workshops and community presentations.
- Reports changes and submits recertifications of the Program Participation Agreement (PPA) and Eligibility and Certification Approval Report (ECAR) to maintain institutional eligibility and compliance; oversees institutional responses to independent audits, internal audits and federal and state program reviews.
- Oversees the completion, submission and maintenance of federal, state and institutional reports including applications for federal funding and reports of the expenditures of funds allocated, such as the Fiscal Operations Report and Application to Participate (FISAP) and Student Services Automated Reporting for Community Colleges (SSARCC), liaisons with the Department of Education to ensure the college meets all regulatory requirements and to recover previously disbursed funds.
- Evaluates the impacts of current and proposed changes in laws, reporting regulations and academic policies and procedures and makes recommendations to District administrators and other colleges, departments and divisions; performs, prepares and presents program review and unit review; conducts studies and special projects.
- Consults and coordinates with the college and District information technology departments to define system requirements and upgrades of computerized financial aid management systems to ensure appropriate use and development of technology to support department functions; coordinates relevant activities with other departments such as EOPS, CalWORKs and the Counseling.
- Interprets, applies and ensures compliance with applicable laws, codes and regulations; remains current on applicable legislative decisions and developments.
- Makes presentations to the Board of Trustees and to other board-level groups.
- Serves on District committees and represents the District at local, regional, state and national conferences, meetings, workshops and training seminars; maintains liaison with federal, state, county and other agencies to answer questions, resolve problems, provide data, and interpret and apply changes in rules and regulations concerning financial aid.
- Participates in shared governance processes and initiatives.
- Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Education/Experience, Knowledge and Ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and Experience:

- Education: Equivalent to the completion of an earned Master of Arts or higher degree from an accredited college or university in educational administration, financial management, career and vocational education, or a closely related field.

- **Experience:** Four years of successful financial aid experience, and supervisory experience in career development and placement programs with experience working with the District's computerized financial aid software a plus.

Knowledge of:

- Federal and state laws and regulations governing student aid, veterans and CalWORKS.
- Principles, techniques, strategies, goals, and objectives of public education;
- Methods, techniques, procedures, and strategies concerning the assessment and evaluation of the financial aid, scholarship, and veteran affairs programs;
- Legal mandates, policies, regulations, and operational procedures pertaining to the Federal and State projects and programs concerning local funding sources;
- Data management computer software related to financial aid administration.
- Business management, supervision, human resource practices and strategies, conflict resolution strategies, and team building principles and techniques.
- Budgeting and general accounting procedures.

Ability to:

- Provide resource support and coordination of a comprehensive financial aid programs and services;
- Analyze and assess program needs, and implementing program activity revisions, additions, or deletions, as necessary;
- Conduct and participate in the review and evaluation of the financial aid and related programs and projects; advise, evaluate and award financial aid;
- Serve as a resource to District instruction, support and management personnel; work with a wide variety of students to assist in the interpretation of financial aid policies and procedures;
- Establish and maintain effective organization, community, and public relationships;
- Communicate effectively both orally and in writing; prepare a variety of clear and concise reports;
- Understand and carry out oral and written directions with minimal supervisory controls.

Licenses and Certificates:

- Possession of valid California Motor Vehicle Operator's License.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.
- Work may require occasional evening and weekend hours.

Class Adopted: 03/01/09

Class Amended: 07/01/24