



Connecticut State Community College
Job Description
Director of Financial Aid, Operations and Outreach

Salary Level:
CCP 21 (Subject to Willis)

Date Approved/Revised:
Rev 1. 2/28/23

POSITION PURPOSE:

The Director of Financial Aid, Operations and Outreach supports the Associate Vice President for Financial Aid Services & Title IV Compliance in the execution of strategic enrollment plans and regulatory and compliance issues for Financial Aid at assigned campuses. The position manages and oversees the daily operations of financial aid services for an assigned group of campuses, which includes but is not limited to implementing and developing policies and procedures, maintaining compliance with federal, state, foundation and institutional aid programs, supervision and staff training, and other duties as assigned.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports to the Associate Vice President for Financial Aid Services & Title IV Compliance. This position provides direct supervision to financial aid staff located at each assigned campus location. This position is expected to collaborate with other key stakeholders within the institution.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Reports to the AVP for the execution of strategic enrollment plans and regulatory and compliance issues.
- Responsible for the daily operations of financial aid services at assigned campuses.
- In collaboration with the AVP, develops, maintains, and implements policies for the compliant administration of federal, state, foundation, and institutional aid programs.
- Assists in fund reconciliation activities, as needed.
- Reviews and resolves overawards. Ensures effective procedures are in place to prevent overawards and establishes safety to identify and resolve issues in a timely manner.
- Manages the Return of Title IV process. Ensures that calculations and communications are completed both accurately and timely.
- Supervises campuses within the designated region; coordinates ongoing staff training programs and new staff training; assists the AVP with the development of broader professional development.
- Oversees promotional and informational materials for distribution and use across the campuses.
- Promotes an atmosphere of exceptional customer service as a means to promote positive student experiences.
- Delivers and participates in training activities and workshops, as needed.
- Performs other duties and tasks to support the overall success of the division.
- May involve occasional evening or weekend work.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational, and professional meetings at the college and central office level.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) The Director of Financial Aid, operations and Outreach is required to have demonstrated advanced knowledge and abilities in the following areas:

- Substantial experience with a highly automated financial aid management system and a thorough knowledge of state and federal regulations are required.
- Demonstrated operational knowledge of a financial aid office.
- A comprehensive knowledge of state and federal financial aid rules and regulations.
- Familiarity with funding sources, their policies, and regulations.
- The ability to multi-task and manage multiple deadlines in a fast-paced environment.
- Exceptional problem solving, planning, and organizational skills.
- Demonstrated advanced knowledge and abilities in training and assisting staff members in a higher education environment.
- Interacting favorably with staff, agency personnel, and related vendors.
- Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in accounting, business, student affairs, public administration, or related field together with four to seven years of experience in financial aid in a higher education setting, with at least two years of supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to meetings and conferences.