

## **FINANCIAL AID SUPERVISOR**

### **DEFINITION**

Under the direction of an administrator, plan, organize and direct the overall operation of the Financial Aid Office on a community college campus; train, supervise, and evaluate the performance of assigned personnel.

### **TYPICAL DUTIES**

Plan, organize, and direct the activities of the Financial Aid Office, responsible for administrating state and federal programs which have awards grants, loans, and work study aid to students; update and maintain the Federal and State Program Participation Agreements; interpret, apply, and communicate federal, state, and institutional laws, rules and regulations relevant to financial aid, district policies and procedures, and collective bargaining procedures; train, supervise, and evaluate the performance of assigned personnel; provide for technical direction and guidance; make employment, transfer, and promotion recommendations; assist in preparing and monitoring the annual budget for areas of responsibility; research and approve expenditures for services, supplies and equipment according to established fiscal policies; advise and maintain contract compliance with third party vendors; assure the maintenance of accurate financial aid records and files; ensure accountability and reconciliation of federal, state, institutional and private financial aid funds including but not limited to Pell, Federal Supplemental Educational Opportunity Grant (FSEOG), Cal Grant B, Cal Grant C, Federal Work-Study, Board of Governors Fee Waiver, Direct Student Loans, Alternative Loans, and manage the Return of Title IV Funds (R2T4) process; oversee the financial aid information systems and web applications used in student needs analysis, awards and records; train staff in the use of various systems and applications for financial aid administration; assist with conversion to new management information systems pertaining to Financial Aid, including evaluation and implementation of applications; troubleshoot computer information systems problems and resolve with software vendors, IT specialists and programmers; request and monitor security access for employees for institutional, state, and federal systems; monitor and maintain Web information using content management systems; prepare Financial Aid policy and procedures manual and update annually; evaluate processes and procedures and implement improvements; may coordinate campus scholarship programs.

Perform program management duties to include procedures necessary to properly package and award financial aid; analyze student applications and verify eligibility in compliance with applicable institutional, state, and federal regulations and guidelines; assist in dissemination of information regarding changes in policy or procedures that may impact the institution's ability to participate in the Title IV Programs and the institution's fiscal liabilities; manage program funds; prepare budgets and disbursement program guidelines; account and report proper expenditures of financial aid funds such as BFAP and general funds; monitor satisfactory academic performance of aid recipients; apply probation and disqualification policies and procedures as applicable; review correspondence from students with unusual problems and resolve as appropriate; interview and advise students regarding financial aid matters; oversee loan default management and financial literacy; manage and implement various student appeals

processes as appropriate; formulate, implement and evaluate office procedures; develop, implement, and evaluate Student Services Learning Outcomes for the unit; develop, implement, and assess educational master plans and perform program reviews and unit plans for the financial aid office; provide financial aid statistical data for institutional research purposes; act as a liaison to the District to develop and implement district-wide standards of operation for financial aid; coordinate with a variety of other college

departments to ensure timely processing of financial aid and to disseminate program information; develop and conduct in-reach and outreach activities to inform schools, students, and the community of financial aid opportunities in an effort to meet diverse students' financial aid needs; attend a variety of meetings, workshops, and conferences relating to financial aid; represent the college to other educational institutions and community organizations; collaborate and coordinate certificate program reporting and gainful employment with instructional administrators; manage and monitor high security information; engage in district and college participatory governance through service on planning and/or operational committees and task forces; collaborate with federal, state, and institutional auditors; assist investigators in identifying and resolving fraud; perform other related duties as assigned.

## **QUALIFICATIONS**

### **EDUCATION**

Bachelor's degree from an accredited college or university.

### **EXPERIENCE**

Four years of experience in financial aid operations, including one year in a lead or supervisory capacity; **OR** three years' experience at the LRCCD Financial Aid Officer level or its equivalent; **OR** five years of experience in a social/public service agency with one year of lead responsibilities. Experience working with computerized information systems is desirable.

### **KNOWLEDGE OF**

Federal, state and local student financial aid and award programs, federal and state regulations and guidelines; fundamental accounting and fiscal reporting procedures; challenges of economically disadvantaged students; disclosure requirements including but not limited to Gainful Employment; modern office practices, procedures and equipment; data processing application to financial aid needs analysis, accounting and document management; knowledge of information management systems for federal, state, and local processing; applicable sections of local, state and federal rules and regulations governing financial aid; interpersonal skills; collective bargaining environments; budget preparation and control; and technical aspects of field of specialty.

### **ABILITY TO (ESSENTIAL FUNCTIONS)**

Perform the basic functions of the position; plan, coordinate, organize, and direct the day-to-day operations of the financial aid office; interpret, explain, and apply provisions of federal, state, and local rules, regulations, and guidelines related to financial aid programs and implement acceptable practices; maintain current knowledge of financial aid programs; perform lead duties during an audit or program review by the District, independent auditor, state program reviewer, or federal auditors; set up financial aid software and interface systems to load data from one system to another and electronically transmit data to state and federal agencies; relate effectively with socially and economically disadvantaged students; resolve complex situations with creative thinking and sound judgment; exercise sound judgment in reviewing and screening applications for grants and loans to determine eligibility; communicate effectively both orally and in writing; add, subtract, multiply, and divide quickly and accurately; establish and maintain cooperative and effective working relationships with others using tact, patience, and courtesy; work independently with little direction; analyze situations accurately and adopt an effective course of action; work in an environment requiring constantly shifting priorities which includes student contacts and multiple tasks; meet schedules and timelines; plan and organize work;

supervise, train and evaluate personnel; coordinate operations with other college units such as Admissions & Records, Counseling, Business Services, Instruction, etc.; perform data analysis and prepare a variety of research related reports; assist in preparing and submit annual reports to agencies as required and respond to program reviews and audits; and work confidentially with discretion.