

## **FINANCIAL AID SYSTEMS SUPERVISOR (DISTRICT)**

### **DEFINITION**

Under the direction of the administrator, supervisor, coordinate and perform overall functional area(s) for district-wide financial aid administration at all Los Rios college financial aid departments), including district-wide policy and procedure development and implementation; workflow and workload prioritization; and, serving as technical program expert on related technology improvements and changes.

### **TYPICAL DUTIES**

Supervise, coordinate and perform the activities of district-wide Financial Aid operations and functions, responsible for overseeing and coordinating the administration of state and/or federal financial aid function(s) and programs; train, supervise, and evaluate assigned employees; participate in interviewing and selecting new employees; ensure accountability and adherence to applicable laws, regulations, policies and procedures; prepare, monitor and maintain budgets and expenditures for assigned functions and activities in accordance with District policies; administer disciplinary actions if necessary; interpret, apply, and communicate to key stakeholders and employees federal, state, and institutional laws, rules and regulations relevant to financial aid, district policies and procedures, and collective bargaining procedures; develop and implement districtwide policies and procedures to ensure compliance with federal and state laws and regulations related to financial aid; develop internal control processes to ensure the integrity of financial aid operations, disbursement of funds, alignment of procedures, and administration of federal and state financial aid; develop and provide technical direction and guidance on state and federal financial aid matters; develop training materials and provide training on financial aid laws, regulations, policies, and processes to financial aid employees districtwide and key campus and district stakeholders; assist in the development of district office monthly financial aid updates for campus leadership and employees; assist in the development of districtwide annual reports; assist in the coordination and support of the district call center team; lead cross-campus teams to update financial aid website content, materials and resources for all Los Rios students; assist in the assessment of campus and district office operations and workload and make recommendations on staffing levels and districtwide workflow prioritization; assist in preparing and monitoring the annual budget for areas of responsibility; advise and maintain contract compliance with third party vendors; ensure the maintenance of accurate financial aid records and files; provide guidance and support college financial aid departments to ensure accountability and reconciliation of federal, state, institutional and private financial aid funds; such as, 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 state and federal aid process; coordinate districtwide financial aid information systems and web applications used in student needs analysis, awards and records; assist with conversion to new management information systems pertaining to Financial Aid, including evaluation, testing, training, and implementation of applications; troubleshoot computer information systems problems and resolve with software vendors, Information Technology specialists and programmers; request and monitor security access for employees for institutional, state, and federal systems; ensure timely and accurate problem solving, change management, and stakeholder relations; prepare a districtwide Financial Aid policy and procedures manual and update annually; evaluate processes and procedures and implement improvements; may coordinate district scholarship programs and other state or federal special program allocations related to financial aid. Perform program management duties to include procedures necessary to properly package and award financial aid; 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; ensure timely communication with leadership and executive teams occurs regarding state and federal aid year reconciliation and balances; assist in managing district financial aid program funds; work with campus financial aid supervisors to prepare district-wide budgets and disbursement program guidelines; work with district budget and accounting employees and campus financial aid supervisors to account and report proper

expenditures of financial aid funds such as Board Financial Assistance Program Student Financial Aid Administrative Allowance and general funds; monitor districtwide workload related to 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; oversee loan default management and financial literacy; manage and implement various districtwide student appeals processes as appropriate; formulate, implement and evaluate office procedures; provide financial aid statistical data for institutional research purposes; coordinate with a variety of other district and college departments to ensure timely processing of financial aid and to disseminate program information; attend a variety of meetings, workshops, and conferences relating to financial aid; represent the district to other educational institutions and community organizations; collaborate and coordinate districtwide certificate program reporting and gainful employment with instructional administrators and in collaboration with the District Office of Institutional Research; manage and monitor high security information and assist in the coordination, response, and development of districtwide protocol to address and mitigate fraud in financial aid; engage in district 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 related duties as assigned.

## **QUALIFICATIONS**

### **EXPERIENCE**

Two years of experience in a lead or supervisor position in any field AND four years of experience in financial aid operations (the required lead/supervisory experience may also be used to meet this requirement).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

### **EDUCATION**

Bachelor's degree from an accredited college or university.

### **KNOWLEDGE OF**

Principles and practices of effective leadership, supervision and training; applicable federal, state and local laws, rules, regulations and guidelines, such as Education Code, Labor Code; student Financial Aid and Award programs; applicable District policies, regulations, collective bargaining agreements, standard operating procedures and objectives of assigned programs; current industry practices; fundamental accounting and fiscal reporting procedures; challenges of economically disadvantaged students; disclosure requirements such as, Gainful Employment; modern office practices, procedures and equipment; data processing application to financial aid needs analysis, accounting and document management; information management systems for federal, state, and local processing; interpersonal skills; collective bargaining environments; budget preparation and control; and technical aspects of field of specialty.

### **ABILITY TO**

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select, train and evaluate employees; accurately apply and explain laws, regulations and policies; identify, implement, and maintain sustainable systems, materials, equipment, and practices; 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; add, subtract, multiply, and divide quickly and accurately; work in an environment requiring constantly shifting priorities which includes student contacts and multiple tasks; 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; assist in the development and design of systems; maintain effective internal controls and processes; work flexible schedule when needed; analyze situations appropriately, develop courses of action to resolve problems, and implement solutions; meet schedules and timelines; prepare clear, complete and concise reports; maintain accurate and organized records; communicate information and give instructions clearly, concisely and logically to others; prepare and deliver presentations; utilize current technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience and courtesy; work cooperatively with the public, students and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; exercise discretion and confidentiality.

Collaborate and foster inclusion in a diverse organization.

Have sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.