



SEPTEMBER 2011
FLSA: EXEMPT

FINANCIAL AID SUPERVISOR

DEFINITION

This position assists with the administration of the Financial Aid office and provides training, guidance, and supervision to Financial Aid Office staff members to enable them to better assist students in the process of applying for and receiving financial aid. It also ensures compliance with federal and state regulations, as well as institutional policies and procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Financial Aid. Exercises supervision of assigned staff.

CLASS CHARACTERISTICS

Financial Aid Supervisor is responsible for the day-to-day management and supervision of financial aid activities for the Financial Aid Office. The incumbent oversees and provides technical assistance to office staff in the intake of financial aid applications and supporting documentation, resolves complex and difficult financial aid processing and student account issues and works with governmental and private student aid funding agencies to resolve student account issues. The incumbent is also responsible for developing and maintaining record keeping systems and procedures in accordance with federal and state regulations. Assignments are carried out with considerable independence within the framework of established policies, procedures and guidelines.

Financial Aid Supervisor is distinguished from Director of Financial Aid in that an incumbent in the latter class is responsible for the overall administration of District financial aid programs in addition to managing the operations of a campus financial aid office.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists with the management, administration and coordination of all the Financial Aid Office activities.
- Supervises, trains and provides work direction and guidance to assigned personnel.
- Assists with the coordination of the clerical, technical and professional operations of the Financial Aid office.
- Oversees the comprehensive financial aid computer system and various other related financial aid systems and programs utilized by the Financial Aid Office including the development and up-date of the Financial Aid web site.
- Provides leadership and support with complex technical and regulatory financial aid functions.
- Monitors and reviews the work of technical staff to ensure compliance and accuracy with all applicable state and federal policies and procedure, department guidelines.
- Coordinates the verification of enrollment of students prior to financial aid being disbursed.
- Advises students and assists staff with matters related to financial aid, scholarships and grants.
- Explains application procedures, rules and regulations and counsels students to resolve financial aid related problems or conflicts.
- Maintains current knowledge of federal and state rules, regulations and policies and procedures related to the student financial aid programs.
- Interprets and implements procedural changes as required.
- Compiles information and data and prepare various financial aid reports for distribution to appropriate state and federal agencies.
- Maintains cooperative working relationships with campus departments and personnel, governmental agencies, financial institutions, and other colleges and universities concerning financial aid operations.
- Reaches out to students and community and promote the benefits of financial aid programs.
- Performs other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Supervisory procedures and practices including effective recruitment and selection; assigning and delegating work, evaluating performance, motivating employees, training and developing staff, handling grievances and imposing corrective and/or disciplinary action.
- Current Federal and State and institutional regulations concerning financial aid and scholarship procedures and policies.
- Methods and techniques of needs analysis and financial aid packaging.
- Basic principles and practices of fiscal, statistical and administrative research and report preparation.
- Counseling and interviewing techniques and methods.
- Data processing systems and software applicable to analysis, awarding and disbursement of student financial aid.
- Modern office practice and procedures.
- Effective analytical and report writing techniques.
- Interpersonal skills that require tact, patience and diplomacy.

Ability to:

- Effectively interpret and apply federal, and State financial aid and scholarship laws, regulations, and procedures.
- Assemble and analyze data, prepare reports and make appropriate recommendations to college officials and government agencies.
- Communicate effectively both orally and in written form.
- Establish and maintain effective working relationships with others.
- Demonstrate sensitivity to and understanding of multi-cultural, diverse environments and college students from diverse academic, socioeconomic, cultural, and ethnic backgrounds.
- Operate a computer and appropriate office equipment.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

A Bachelor's degree from an accredited college or university with a major in Business or Public Administration or a closely related field; and three years of progressively responsible experience managing a comprehensive and diverse financial aid program including one year of supervisory experience. Knowledge of financial aid software programs is also required.

Equivalency: Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENTAL ELEMENTS

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.