Supervisor, Campus Financial Aid

FLSA Status: Exempt
Pay Grade: 15
Job Title ID: 12255
Job Series/Job Family: Student Support & Success Series / Financial Aid & Veterans Affairs Family

Reports To

Director, Financial Aid

Job Purpose

To supervise the daily operations of a campus Financial Aid Office and assist in providing complex technical support in the administration of the Financial Aid programs.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Oversees the daily operations of the campus Financial Aid office and ensures compliance with federal and state regulations pertaining to financial aid programs.
2. Provides advice to students, potential students, and parents regarding financial aid programs, application procedures, award packaging, satisfactory academic progress, and debt management; conducts student loan counseling entrance sessions.
3. Reviews and resolves student financial aid issues through collaboration with relevant departments and offices.
4. Reviews and processes special conditions and professional judgment overrides for students with unusual or mitigating circumstances in accordance with federal, state, and institutional rules and regulations.
5. Reviews and makes decisions regarding student appeals for satisfactory academic progress requirements and professional judgment decisions on students with mitigating or special circumstances.
6. Coordinates all phases of the College Work Study Program on the campus to include student and supervisor orientations, job placement for on and off campus jobs, and processing Human Resources paper for work-study employees.
7. Coordinates and conducts financial aid outreach programs at local and area high schools, outside agencies, and community groups.
8. Reviews student financial aid applications to determine eligibility based on federal and state regulations.
9. Serves as a liaison for the Financial Aid office with other departments within the College.
10. Supervises, trains, and monitors workflow of support staff as required.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Federal and state regulations pertaining to financial aid programs.
- Appeals processes, special conditions, and overrides relating to financial aid.
- Financial aid outreach programs.
- Work-study programs.
- Supervisory principles, practices, and methods.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Counseling students, potential students, and parents regarding financial aid programs and procedures.
- Reviewing financial aid applications and determining eligibility.
- Interpreting and applying federal and state regulations to all aspects of financial aid programs.
- Supervising and coordinating the activities of subordinate personnel.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and student information and database systems.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Three years financial aid work experience or in related area in higher education, including one year supervisory experience.

Education

Required

- Bachelor's degree in related field.

Other

Preferred

- Knowledge of tax laws applicable to student financial aid.

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.