

Job Description

Position Title: Financial Aid Campus Operations Assistant Director

Job Family: Financial Aid and Scholarships

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Financial Aid Campus Operations Assistant Director is responsible for leading the College's all-campus, front-facing, financial aid operations. Oversees financial aid advising and application processing for Title IV programs in compliance with federal regulations and in alignment with the institutions mission, vision, and strategic initiatives. Coordinates personnel, strategic planning, professional development opportunities and student financial aid services between the campuses.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Oversees the functions of the College's financial aid office's campus operations.
2. Supervises front-line financial aid operations and develop strategies to manage multiple projects, services, and workflows, ensuring quality and compliance within existing policy and procedure.
3. Advances the initiatives and vision of the Office of Financial Aid and Scholarships at all College campuses and guide the efforts and development of team members via hiring, training, supervising, evaluating performance and maximizing potential.
4. Leads the development, implementation, and oversight of the financial aid office, campus operations' policies, procedures, and processes related to financial aid advising and application processing.
5. Develops and delivers complex and comprehensive financial aid analysis and reporting to stakeholders including the Vice Chancellor of Enrollment Management, and other administrators.
6. Provides financial information, guidance, and oversight of program managers and supervisors regarding federal regulations and compliance of funding programs.
7. Oversees business processes and information systems for multiple financial aid programs.
8. Oversees all aspects of federal student aid certification and verification for the fiscally responsible awarding of Title IV funding and scholarships.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of business management and fiscal practices.

3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of managerial and supervisory skills.
5. Knowledge of principles and methods for promoting programs and services.
6. Skill in analyzing data and drawing conclusions.
7. Skill in independent decision making.
8. Skill in people leadership and supervision.
9. Skill in organization, coordination, and management.
10. Skill in problem solving.
11. Skill in program development and process improvement.
12. Skill in team building.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling, and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training, and developing, reviewing performance, and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required.
- Master's degree in related field of study preferred.
- Three (3) to five (5) years of related experience in Title IV, Scholarship, or Grant Administration.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- National Association of Student Financial Aid Administrator (NASFAA).
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Back Check Required
- DMV Check/Current and Valid AZ Driver's License
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment