

Job Description

Position Title: Supervisor, Financial Aid

Job Group: Student Services

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Supervisor, Financial Aid plans, organizes, develops, and coordinates complex technical tasks involved in the implementation of student financial aid programs and procedures. Ensures compliance with federal and state regulations for grant administration, campus based programs, work-study, scholarships, and loan programs. Manages computerized database systems and electronic processing. Provides advisement to students and other staff on financial aid requirements and objectives.

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. Trains and supervises employees. Prioritizes and assigns work and conducts performance evaluations. Recommend hiring, disciplinary actions, and termination of staff.
2. Designs, maintains, and operates systems for tracking fund allocation and expenditures.
3. Coordinates institutional, federal, and state audits of student, financial aid programs.
4. Maintains department calendars and facilitates meetings; sets meeting agendas.
5. Develops and presents effective outreach and recruitment programs for available student financial aid programs and services; prepares and updates related outreach and application materials.
6. Researches, compiles, and analyzes data. Prepares a variety of statistical reports in written and oral format.
7. Provides information about student financial aid application procedures, opportunities, and eligibility requirements. Serves as program resource regarding student financial aid objectives, goals, and procedures.
8. Coordinates and organizes multiple projects; analyzes problems and determines appropriate course of action using discretion and initiative.
9. Works with supervisors, administrators, and other staff to communicate applicable federal, state, and district policies and procedures.
10. 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 administrative procedures and practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of principles and methods for promoting programs and services.
5. Skill in independent decision making.
6. Skill in analyzing data and drawing conclusions.
7. Skill in organization, coordination and management.
8. Skill in problem solving.
9. Skill in public speaking.
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments. .

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.

- Governance, Institutional Policy, and Legislation: Allows impact on the guidelines that determine how the College operates.
- 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 Education, Business or a closely related field of study required.
- Master's degree in Educational Administration or a closely related field of study preferred.
- Three (3) to five (5) years of related experience with financial aid programs.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- At least one regional or national certification
- 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 an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally 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 Background Check required