



## POSITION ANNOUNCEMENT

### Associate Director – Financial Aid

This position reports to the Director of Financial Aid and assists in the day-to-day functions of complying with Federal Student Aid regulations. Understands and provides guidance to students on the rules, regulations and processes of financial aid. Assist in maintaining compliance with FERPA regulations along with federal, state and institutional policies and procedures.

#### DESIRED MINIMUM QUALIFICATIONS

##### *Education and Experience:*

- Associate's degree in a related field required; Bachelor's degree preferred.
- Previous financial aid office experience preferred.
- Preference will be given to experience with the Banner financial aid system.

##### *Necessary Knowledge, Skills, and Abilities:*

- Knowledge of legal aspects of student financial aid administration.
- Additional skills preferred include: customer service, communication, time management, professional judgment, decision making, and regulation monitoring.
- Ability to maintain confidentiality at all times.

In accordance with the School Support Personnel Agreement, the starting salary for this position is \$32,968. A complete job description is attached.

Interested candidates should submit an application, cover letter, and updated resume in Word or PDF format, to [careers@northweststate.edu](mailto:careers@northweststate.edu) using subject line "Assoc. Director – Financial Aid."

*For a complete listing of current Employment Opportunities, visit [www.northweststate.edu](http://www.northweststate.edu) and click on "Careers at NSCC."*

Office of Human Resources  
Northwest State Community College  
22600 State Route 34  
Arcbhold, OH 43502  
EOE M/F/D/V

Northwest State Community College is an Equal Opportunity Employer and educator that does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or the provision of services.

In accordance with the Americans with Disabilities Act, it is the policy of Northwest State Community College to provide reasonable accommodations to persons with disabilities. When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the Human Resources office at the time he/she is contacted so that proper arrangements can be made for the interview.

Posted: 7/16/2018



**POSITION TITLE:** Associate Director - Financial Aid  
**DEPARTMENT:** Financial Aid  
**SUPERVISOR:** Director - Financial Aid  
**GRADE LEVEL:** Support

Normal Weekly Hours: 40 for 12 months per year. Start time: 7:30/8:00 a.m., end time 4:00/4:30 p.m. Hours will vary due to operational situations. Coverage is needed in the student services area until 6:00 p.m. Monday – Thursday.

### **GENERAL PURPOSE**

This position reports to the Director of Financial Aid and assists in the day-to-day functions of complying with Federal Student Aid regulations. Understands and provides guidance to students on the rules, regulations and processes of financial aid. Assist in maintaining compliance with FERPA regulations along with federal, state and institutional policies and procedures.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Understand and comply with policies and procedures to maintain compliance with federal, state and financial aid regulations and other institutional policies, procedures and practices while providing excellent customer service to students and other departments of the college.
2. Complete reconciliation and processing of Federal and State Grants, student loans, institutional, foundation and state scholarships including awarding, disbursing and reporting.
3. Perform financial aid processes including: financial aid applications, verification, consortium agreements, eligibility determinations, grant, loan and scholarship awards, federal work-study awards, return of federal student aid, professional judgment decisions, Financial Aid Satisfactory Academic Progress process and appeals, transfer monitoring, packaging, financial aid award revisions, and cancellation of student aid.
4. Provide guidance to the overall Financial Aid office in the absence of the Director of Financial Aid, including financial aid regulations, policies and procedures, coordination of workflow and office needs.
5. Counsel students with all financial aid needs; including but not limited to financial aid eligibility, application procedures, aid programs, cost of education, money management and planning, awards and disbursements and Satisfactory Academic Progress.
6. Answer questions including emails or other request from students, parents and guardians regarding financial aid programs and eligibility in conformance with FERPA guidelines.
7. Assist in the preparation and delivery of financial aid events on campus, at area high schools, and businesses.
8. Assist with the testing and implementation of the Banner system when upgrades and new releases are introduced.
9. Assist with training of new financial aid employees.

10. Complete cross-training to provide backup support to financial aid counselor and financial aid director including acting as secondary contact for the Department of Education.
11. Process student employment through the federal work study program.
12. Other similar duties as assigned.

## **QUALIFICATIONS**

### *Education and Experience:*

- Associate's degree in a related field required; Bachelor's degree preferred.
- Previous financial aid office experience preferred.
- Preference will be given to experience with the Banner financial aid system.

### *Necessary Knowledge, Skills, and Abilities:*

- Knowledge of legal aspects of student financial aid administration.
- Additional skills preferred include: customer service, communication, time management, professional judgment, decision making, and regulation monitoring.
- Ability to maintain confidentiality at all times.

## **SUPERVISION EXERCISED**

May supervise student workers, if applicable.

## **RESPONSIBILITY FOR PUBLIC CONTACT**

This position frequently meets or is in contact with current, former, prospective students and the general public, guidance counselors, regulatory bodies and government agencies.

## **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **WORK ENVIRONMENT**

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.