Title: Director, Student Financial Aid

Pay Scale Group: 22

Essential Function

Under general supervision from a designated administrator, provide general administration and management of the Student Financial Aid Office (SFAO)

Characteristic Duties

• Create financial aid mission, vision and direction supportive of the Department of Enrollment Management goals, Division of Student Affairs and Services and the university.

• Oversee all financial aid operations, including but not limited to marketing, customer service, publications, application processing, award packaging, funds management, compliance and computer systems development.

• Ensure compliance with federal, state and institutional financial aid programs; direct external and internal audits and program reviews.

• Develop long-term and short-term strategic plans, set annual goals and objectives, and monitor progress.

• Manage daily operations of the SFAO.

• Act as chief spokesperson for the SFAO.

• Create and maintain organizational structure to support SFAO operations to ensure fast and efficient delivery of services.

• Oversee all institutional, federal and state financial aid reports (e.g., annual federal application and expenditure report).

• Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

• Perform related duties based on departmental need.

Minimum Qualifications

• Bachelor’s degree with seven (7) years experience; -OR- Associate’s degree with nine (9) years experience; -OR- eleven (11) years experience. Degree must be in a related field. Experience must be in financial aid operations. Experience also requires at least three (3) years supervision.