

**FINANCIAL AID SUPERVISOR**

**SALARY GRADE:** C4-57

**DEFINITION:**

Under the direction of the Director of Financial Aid, plan, organize and coordinate a variety of programs, projects and day-to-day activities related to the functions and activities of the Financial Aid Office and Scholarship program; train, supervise, and evaluate the performance of assigned staff; supervise the day-to-day technical processes of our Enterprise Information System (EIS) and general operations; provide training and support to assigned staff; and ensure compliance with relevant regulatory requirements.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Plan, organize, and coordinate department work of the Financial Aid Office; schedule and assign work; establish priorities and adjust assignments to assure timely completion; organize procedures, materials, equipment and flow for financial aid services.
2. Assist in planning, organizing and implementing Financial Aid Office operations; assist with the oversight of office personnel; oversee office operations and staff in the absence of the Director of Financial Aid.
3. Assist with interviewing, select and hiring employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
4. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
5. Approve monthly time and attendance records for student employees and temporary employees and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken within established guidelines.
6. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
7. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
8. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes to State regulations.
9. Provide direction and information on issues pertaining to the interpretation of federal, state, and institutional financial aid guidelines and policies and assistance as needed in the formulation and development of policies, procedures, and programs; research, interpret and clarify financial aid policies as requested.
10. Provide technical expertise regarding the campus EIS, information and assistance as needed in the day-to-day usage of the EIS, reading and interpretation of the User and Release Guides, testing and implementation of patches/upgrades, and coordination and liaison work with District Educational Technology Services (ETS).
11. Provide general system support for Financial Aid staff regarding troubleshooting problems, system setup; establish timelines for processes and participate in planning of business needs as it relates to college, state, and/or federal policies and procedures.

12. Participate in the preparation of Department of Education and State Chancellor's Office reporting; maintain and expand systems for the collection and analysis of data for the Financial Aid Office reports.
13. Communicate with campus administrators, personnel and outside organizations to coordinate activities and programs; resolve issues and conflicts and exchange information.
14. Provide information to faculty and other staff regarding policies and procedures for administering the Financial Aid Office programs; provide information and guidance to staff regarding interpretation and enforcement of guidelines, policies, and legal requirements.
15. Plan, develop, coordinate and oversee budgetary expenditures in accordance with established limitations.
16. Attend and conduct a variety of meetings as assigned; participate on campus and community committees promoting the needs and interests of financial aid students; prepare agendas for meetings as appropriate.
17. Assure proper accounting and disbursement of financial aid monies according to established procedures in addition to appropriate reconciliation work.
18. Operate a variety of office equipment and software as assigned.
19. Perform related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. Applicable laws, codes, regulations (Title IV), policies, procedures, etc. related to financial aid and scholarships.
2. Specialized functions, programs, activities and operations of the Financial Aid Office.
3. Knowledge and familiarity with various Department of Education software, word processing, spreadsheets, databases and financial aid systems (Banner or other Oracle-based system preferred).
4. Basic principles of data communication.
5. Interpersonal skills using tact, patience and courtesy.
6. Correct English usage, grammar, spelling, punctuation, and vocabulary.
7. Principles and practices of supervision, training, and providing work direction.
8. Oral and written communication skills.
9. Budget preparation and control.
10. Record-keeping techniques.
11. Operation of office machines including computer equipment and software.
12. District policies and procedures.
13. Functions, programs, activities, operations, and program reporting requirements.

##### **Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Plan, organize and coordinate the day-to-day activities of a college Financial Aid Office.
3. Provide specialized assistance and information to students and others concerning student service areas.
4. Interpret, apply, explain and assure compliance with applicable policies, rules, and regulations.
5. Communicate effectively both orally and in writing.
6. Analyze situations accurately and adopt an effective course of action.
7. Assist with and maintain computerized financial aid systems; analyze the computer operations system for financial aid and determine the steps necessary to correct system errors.
8. Prepare and maintain assigned records and reports.
9. Establish and revise priorities of clerical work and office activities.
10. Train, supervise and evaluate the performance of assigned staff.

11. Establish and maintain cooperative and effective working relationships with others.
12. Meet schedules and timelines.
13. Work confidentially and independently with discretion.

### **Education and Experience**

Any combination equivalent to:

1. Bachelor's degree from an accredited college or university.
2. Five (5) years general clerical office experience involving public contact with most recent two (2) years or more being in a Financial Aid Office.

### **Preferred qualifications:**

1. Four (4) years of increasingly responsible experience organizing and coordinating programs and projects in a financial aid setting, including direct supervision of other staff and experience in training staff.
2. Bilingual skills.

### **WORKING CONDITIONS:**

#### **Environment:**

1. Office environment.
2. Constant interruptions.
3. May include working occasional evenings and weekends.

#### **Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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