

DESERT COMMUNITY COLLEGE DISTRICT

DIRECTOR, FINANCIAL AID

BASIC FUNCTION

Under the direction of the Dean, Enrollment Services, manage the day-to-day functions of the Financial Aid office; assure compliance with State, federal and College policies, guidelines and laws; assist students in the financial aid process; train, supervise and evaluate the performance of assigned staff.

REPRESENTATIVE DUTIES

1. Administer various financial aid programs such as Pell Grant, scholarship program, campus-based programs and other grant programs; assure compliance with State, federal and College policies, guidelines and laws. *E*
2. Manage the day-to-day operation of the Financial Aid office; assure that timelines are met and necessary processes are completed. *E*
3. Assist students in the financial aid process; provide information regarding student loan programs and related application forms. *E*
4. Serve as the designated district Financial Aid Officer. *E*
5. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, terminations and disciplinary actions. *E*
6. Receive and process requests for financial aid in accordance with established State, federal and College policies, guidelines, laws and regulations; review satisfactory academic progress requirements and determine eligibility of students according to established guidelines. *E*
7. Resolve difficult or complex issues relating to financial aid applications and disbursement. *E*
8. Prepare reports as required for receipt and maintenance of financial aid programs; prepare reports as required related to financial aid activities; compile and review data for annual funding application, grant reports and other year-end reports. *E*
9. Prepare and monitor the Financial Aid office budget. *E*
10. Meet with other College personnel to coordinate activities of the Financial Aid office. *E*
11. Meet with students to explain financial aid programs and to answer questions and resolve problems related to financial aid. *E*
12. Attend and conduct a variety of meetings as assigned; attend conferences and workshops to maintain current knowledge of Financial Aid programs, laws, regulations and guidelines; participate on assigned committees. *E*
13. Meet schedules and timelines, organize multiple projects efficiently and effectively and carry out required project details throughout the year. *E*
14. Seek and participate in professional development activities. *E*
15. *Prepare presentations to a variety of college audiences.*
16. Other duties and responsibilities as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Current federal, State, County and institutional laws, regulations, ordinances and policies concerning financial aid programs and office operations; Financial Aid programs and processes; principles and practices of supervision and training; modern office practices, procedures and equipment; record-keeping techniques; operation of a computer and appropriate software; oral and written communication skills; interpersonal skills using tact, patience and courtesy; budget preparation and control.

Ability to: Manage the day-to-day operations of the Financial Aid office; assure accuracy and timeliness of the Financial Aid office operations; review financial aid applications and forms; assist students in the financial aid process; train, supervise and evaluate the performance of assigned personnel; prepare and monitor an assigned budget; operate a computer and applicable software including scheduling, email, database management, word processing, spreadsheets, and presentations; communicate

effectively both orally and in writing; prepare and maintain comprehensive narrative and statistical reports; interpret and explain policies, guidelines, regulations and laws to staff, students and the public; work independently and confidentially with minimal direction; exercise tact and diplomacy in dealing with sensitive or confidential matters; plan and organize work; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; maintain confidentially of student financial records.

EDUCATION AND EXPERIENCE

Any combination equivalent to: Bachelor's degree in business administration, public administration or related field and five (5) years of experience in a financial aid program including at least three (3) years supervisory experience.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license, must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

WORKING CONDITIONS

Environment: Office environment. Constant interruptions. Driving a vehicle to conduct work as necessary. Requires some evening and weekend responsibility.

EMPLOYMENT STATUS

Classified Supervisor

E: Essential functions of the job.

Revised effective 6/2010

Leadership IX