

# Job Description

Position Title: Manager, Financial Aid Campus Operations

Job Family: Financial Aid and Scholarships

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 06

## Position Summary:

The Financial Aid Campus Operations Manager plans, organizes, develops, and manages complex technical tasks involved in the implementation of student financial aid programs and is responsible for operational oversight of the assigned campus financial aid office. The Financial Aid Campus Operations Manager ensures compliance with Title IV, federal and state regulations for grant administration, campus-based programs, work-study, scholarships, and loan programs. The Financial Aid Campus Operations Manager manages computerized database systems and electronic processing. The Financial Aid Campus Operations Manager collaborates with department and college leadership to monitor and evaluate campus operations and services. The Financial Aid Campus Operations Manager 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. Motivates staff and support the professional development of team members via hiring, training, supervising, and evaluating performance.
2. Directs office operations and develop strategies to manage multiple workflows, ensuring that they are compliant within existing policy and procedure
3. Designs, maintains, and operates systems for tracking fund allocation and expenditures.
4. Develops systems, processes, and procedures to improve the quality of Financial Aid offerings.
5. Monitors procedures to ensure consistency in compliance with all College, State, Federal, and accreditation guidelines applicable to Financial Aid. Manages the development of operational policies and establishes goals and objectives.
6. Measures the quality of levels of services provided. Collects, analyzes, and disseminates a variety of information. Prepares related reports and summaries; and makes recommendations based on findings.
7. Collaborates with the Registrar, Student Services, Information Technology, Curriculum, Instruction, Placement and Testing, Accounts Receivable Services and other departments to identify process issues.
8. Makes decisions and solves problems impacting student enrollment and success.
9. Coordinates institutional, federal, and state audits of student financial aid programs.
10. Performs quality assurance review to ensure consistency in operations and Title IV compliance.
11. Investigates and resolves issues and complaints from students, faculty, staff, and the general public.

12. Maintains department calendars and facilitates meetings; sets meeting agendas.
13. Develops and presents effective outreach and recruitment programs for available student financial aid programs and services; prepares and updates related outreach and application materials.
14. Researches, compiles, and analyzes data. Prepares a variety of statistical reports in written and oral format.
15. Provides information about student financial aid application procedures, opportunities, and eligibility requirements. Serves as a program resource regarding student financial aid objectives, goals, and procedures.
16. Coordinates and organizes multiple projects; analyzes problems and determines appropriate course of action using discretion and initiative.
17. Manages and coordinates services between District Office units and front facing staff.
18. Works with supervisors, administrators, and other staff to communicate applicable federal, state, and district policies and procedures.
19. Processes Professional Judgments for students requesting re-evaluations due to extenuating circumstances, mitigating unusual circumstances as allowed by federal, state, and institutional guidelines.
20. Represents the college by actively participating in activities from external associations like NASFAA, Campus Logic, WASFAA, AASFAA, and others.
21. 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 business management and fiscal practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of managerial and supervisory skills.
5. Knowledge of principles and methods for promoting programs and services.
6. Skill in analyzing data and drawing conclusions.
7. Skill in independent decision making.
8. Skill in people leadership and supervision.
9. Skill in organization, coordination and management.
10. Skill in problem solving.
11. Skill in program development and process improvement.
12. Skill in team building.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

## 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.
- **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 related field of study required.
- Master's degree in related field of study preferred.
- Three (3) to five (5) years of related experience in Title IV, Scholarship, or Grant Administration
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment
- 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 a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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 Back Check Required
- DMV Check/Current and Valid AZ Driver's License
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment