<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>Director of Financial Aid and Veteran Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB CLASSIFICATION:</td>
<td>___ Administrator - Educational       ___ Confidential</td>
</tr>
<tr>
<td></td>
<td>X Administrator - Classified          ___ Classified</td>
</tr>
<tr>
<td></td>
<td>___ Faculty</td>
</tr>
<tr>
<td>RANGE:</td>
<td>35</td>
</tr>
<tr>
<td>HOURS PER DAY:</td>
<td>8</td>
</tr>
<tr>
<td>HOURS PER WEEK:</td>
<td>40</td>
</tr>
<tr>
<td>MONTHS PER YEAR:</td>
<td>12</td>
</tr>
<tr>
<td>REPORTS TO:</td>
<td>Vice President of Student Services, or designee</td>
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</tbody>
</table>

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**
To organize, direct, coordinate, and supervise the day-to-day activities and operations of the Financial Aid Office and to administer all federal, state, and local student financial aid and scholarship programs ensuring compliance with federal, state, District, and local requirements and regulations and institutional policies related to financial aid and scholarships. Employees in this classification receive minimal supervision within a framework of standard policies and procedures. Employees in this classification train, direct, supervise and formally evaluate the work of others. This job class contributes to student satisfaction through the delivery of quality customer service in all aspects of the administration of financial aid and student employment services. This job class exercises responsibility for the day-to-day supervision and administration of the financial aid office ensuring that state, federal, District, and local financial aid policies, procedures, regulations, requirements, and standards are met within the context of outstanding customer service. This job class involves direct contact with a diverse population of students, administrators, faculty, staff and the community. This job class functions at a full supervisory level of classification and requires organizational, problem solving, decision making and budgetary skills as well as a thorough knowledge of state, federal, and local financial aid programs, policies, and reporting requirements.

**TYPICAL DUTIES**

*Essential Functions:*
- Contribute to student satisfaction through the delivery of quality customer service in all aspects of the administration of financial aid and student employment services.
- Organizes, coordinates, and directs the day-to-day activities of the financial aid office.
- Administers federal, state, institutional and local student financial aid and scholarship programs.
- Responsible for making professional judgment determinations as outlined in federal regulations.
- Oversee the functionality of financial aid databases. Create and evaluate automated workflow processes.
POSITION DESCRIPTION

POSITION TITLE: Director of Financial Aid and Veteran Services

- Understands how financial aid supports short and long-term enrollment goals.
- Displays and demonstrates high levels of flexibility and is responsive and available to student needs.
- Reads, interprets, and applies guidelines, policies, laws, rules, and regulations pertaining to financial aid grants, loans, and scholarships. Develops and implements office policies and procedures as necessitated by changing federal and state regulations.
- Collects data and completes all federal, state, and district financial aid reports.
- Plans and prepares the annual budget for the operation of the financial aid office and administers it within the prescribed approved budget.
- Supervises, assigns, and evaluates the work of financial aid staff. Supervises and supports departmental staff and student assistants. Supervisory duties include instructing, planning and assigning work, maintaining standards, coordinating activities, and acting on employee problems. Reviews and evaluates the work of subordinates for completeness and accuracy; offers advice and assistance as needed.
- Promotes respect for and builds an inclusive environment that promotes responsible behavior and creates an environment that promotes personal, social, and academic development.
- Writes projects for federal, state, and local student aid programs. Develops forms necessary for operating federal, state, institutional, and local financial aid programs.
- Keeps necessary records for the completion of all federal and state reporting as required.
- Responsible for the timely and successful completion of the annual financial aid audit performed by external auditors.
- Publishes information about financial aid programs. Responsible for publishing updates to financial aid program materials as well as updating the Shasta College financial aid website.
- Develops and updates forms necessary for operating financial aid programs.
- Surveys the financial needs of current and prospective students and conducts follow-up studies.
- Completes an annual area plan and program review as required.
- Coordinates financial aid outreach and serves as financial aid liaison to community agencies and high schools; conducts parent and student financial aid workshops at the schools and at other agencies as requested.
- Assists in the development of new strategies for marketing, outreach, and recruitment of an increasingly discerning audience of applicants and their families.
- Works with County Welfare, State Department of Vocational Rehabilitation, and Human Resources Development Department in coordinating services for students.
- Conducts follow-up studies regarding background, progress, and status of financial aid recipients.
- Responsible for the Return of Title IV refund calculations. Accurately administer all state and Title IV programs and reconciliation of those accounts with state and federal agencies and the Shasta College Business Office.
- Attends federal and state workshops related to financial aid administration.
- Solicits funds from and makes periodic reports to community agencies and individuals regarding financial aid for students.
• Sets criteria for packaging financial aid programs/awards.
• Plans, develops, analyzes, critiques, and evaluates financial aid computer applications.
• Coordinates office technology functions and procedures with Information Systems including the setup of the District’s financial aid computer system through Datatel.
• Serves on a variety of District committees as requested.
• Coordinates the student financial aid record with the student file.
• Proposes and implements policy within prescribed guidelines.
• Performs other related duties similar to the above in scope in function as required.

EMPLOYMENT STANDARDS

Knowledge of:
• State, federal, and private financial aid programs and regulations.
• Supervisory and managerial concepts and principles.
• Problem solving and conflict resolution in an academic environment.
• Interpersonal skills, use of tact, patience and courtesy.
• Financial aid administration methods.
• Financial aid operations through Datatel System.
• Modern office management methods and technology.
• Analysis and evaluation of programs, services, projects, and day-to-day operational needs.
• Electronic data processing supervisory methods and techniques.
• Budget preparation and administration.
• The history and culture of underrepresented groups and groups who have experienced discrimination.

Ability to:
• Envision new work strategies utilizing state-of-the-art technology to support and enhance financial aid services that will optimize efficiency and production, reduce costs and contribute to student satisfaction.
• Devise and implement new and improved financial aid and record-keeping systems.
• Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.
• Plan and coordinate the most effective utilization of staff, facilities, and resources in order to achieve program goals.
• Accurately assess student financial need and determine eligibility for financial aid.
• Learn a variety of laws and regulations pertaining to federal, state, and local financial aid programs.
• Prepare a variety of complex federal and state applications and reports which include detailed statistical information.
• Establish and maintain effective cooperative working relations with teaching staff, employers, organizations, and members of the community regarding financial aid.
• Speak in public.
• Assign, schedule, and prioritize the work of self and others.
• Direct, supervise, and formally evaluate the work of others.
• Prepare and administer a budget.
• Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, faculty and community.
• Direct, supervise and formally evaluate the work of others.
• Quickly identify problem areas or situations, isolate problem causes, and take appropriate action to resolve problems identified.
• Support and assist in the implementation of recruitment programs and high school articulation.
• Develop and implement processes and procedures to support changes in regulations, college policies and student needs.
• Establish and maintain effective cooperative working relationships with those contacted in the performance of required duties and course of work.
• Use a variety of software and hardware systems, specifically Datatell.

QUALIFICATIONS

Education Required:
• Bachelor’s Degree from an accredited college or university in education, business, social or behavioral science or a related field.

Experience Required:
• Supervisory experience, preferably at an educational institution;
• Effectively communicate in both oral and written form;
• Direct, supervise and evaluate the work of others;
• Establish and maintain effective working relationships with staff and students in the performance of required duties;
• Ability to work in a diverse, multicultural environment.
• Ability to work as a member of a collaborative team.
• Understand and work within the mission and philosophy of the California Community College system.
• Demonstrated knowledge of all federal and state financial aid regulations.
• Prior successful experience with advanced technology and innovation.
• Experience in cultivating excellent customer service.

Preferred Qualifications:
• Master’s degree preferred.
• Financial Aid experience in a California Community College.
• Experience with Colleague / Datatell or other enterprise information management system. Experience with Colleague / Datatell is preferred.
The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)